

# HUMAN RESOURCE MANAGEMENT PROGRAM 1ST QUARTER FY01 REVIEW AND ANALYSIS



# **The West Region -**

***Army's Premier Team of  
Human Resources***

***Professionals***

***Providing Quality and***

***Timely Services to***

***Our Valued Customers***



## WEST REGION FOCUS AREAS FOR FY 01

The West Region Accomplishments and Focus Areas for FY 01 are established on the foundation of the West Region FY 00-01 Operational Plan. Feedback received during the Sep 99 and Mar 00 Commanders' Civilian Personnel Advisory Councils (CCPAC) provided the basis for a review of the previous strategic plan and update to be consistent with the Army's new vision and strategy for Civilian Human Resources and region goals and objectives. The feedback from the CCPACs was incorporated into the Region's Operational Plan, with region-specific Supporting Objectives to the Army's three Priority Emphasis Areas and associated Corporate Goals. West Region civilian personnel leaders developed and substantiated the Supporting Objectives as consistent with the region's vision. Commander feedback indicates that the Operational Plan is moving in the right direction with the right amount of emphasis in the program areas, placing Modern System preparation and developing automation tools as top priority, followed by meeting partnering goals and training requirements. The Priority Emphasis Areas are:

Strategic Civilian Workforce  
Competitive and Responsive CHR Programs  
Skilled and Responsive CHR Professionals



PRI OR I TY EMPHAS I S AREA  
Strategic Civilian Workforce

CORPORATE GOAL 1

Systematic Planning that Forecasts and Achieves the Civilian Work Force  
Necessary to Support the Army's Mission

SUPPORTING OBJ ECTI VES

1. Continue and enhance partnering
2. Focus on metrics that reflect overall/total cycle time for work accomplishment
3. Develop Commander/ Manager/ HR orientation and training package
4. Develop and deploy an I nformation Management System for customers



ACCOMPLI SHMENTS

Partnership initiatives remain a top priority in the West Region. During the 1<sup>st</sup> Quarter FY2001, the WCPOC hosted a two-day partner meeting attended by CPAC Directors and the WCPOC leadership team. The agenda included Modern System update and preparation plans, recruitment fill time and Resumix referral procedures, delegated classification authority, introduction of the gatekeeper role in reviewing personnel actions received at the CPOC, review and update of the West Region Human Resources Operational Plan, demonstration of new automation tools, and introduction of regional training guides and tools for Commanders and managers. This was a very productive,

FOCUS AREAS

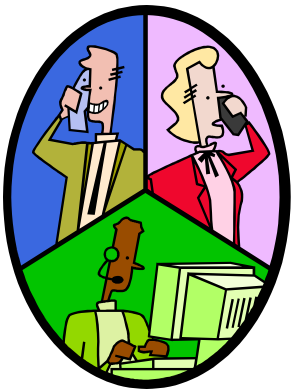
Preparation is in full gear for the third Commanders' Civilian Personnel Advisory Council (CCPAC) scheduled on 13 February 2001. The CCPAC, being held in Sparks, Nevada, is being hosted by Colonel Moses Whitehurst, J r., Commander, Sierra Army Depot. In addition to West Region Commanders, Mr. David L. Snyder, Deputy Assistant Secretary of the Army (Civilian Personnel Policy), CPAC Directors, MACOM personnel representatives, and the WCPOC leadership team will attend. There is a lot going on in the Human Resources Management arena, and we are looking forward to another successful conference!



proactive meeting with the majority of the time spent looking forward, fine tuning processes, and making decisions about improving service to our customers.

Also during the 1<sup>st</sup> quarter, WCPOC staff made partner visits and Commander office calls to Corps of Engineers, South Pacific Division; Fort Lewis; Madigan Army Medical Center; Corps of Engineers, Seattle District; White Sands Missile Range; Corps of Engineers, Portland District; and Fort Huachuca. A WCPOC staff member conducted DCA training for managers at Ft. Lewis and two WCPOC staff members participated in a Job Fair at Madigan Army Medical Center. Partnering efforts beyond the West Region included participation by WCPOC staff members in the following TDY assignments: assistance to the ABC-C in processing a backlog of retirement actions; assistance to the Pacific CPOC in accomplishing backlogged classification work; and participation in the DA-wide classification review by auditing positions at Ft. Meade, Ft. Myer and Walter Reed Army Medical Center.

The West Region Operational Plan will be updated to incorporate new Army priority emphasis areas and to reflect the direction of the commanders at the CCPAC in February.



A new West Region marketing brochure was distributed to all CPACs during the 1<sup>st</sup> quarter. The new brochure highlights the West Region vision and motto and the partnership theme which continues to be our trademark.

The new brochures will be used by all to market regionalization of civilian personnel services and to introduce new customers to the West Region.

The WCPOC and CPACs continue planning for and preparing for Modern System. Through the Modern Users Group (MUG), CPOC and CPAC partners keep abreast of issues, share information and concerns, and plan for the upcoming deployment. Database cleanup at the CPOC remains a high priority – statistics regarding the results of these efforts are included in this report. During the 1<sup>st</sup> quarter we have maintained the 99.9% error free rate first attained in the 3<sup>rd</sup> quarter, FY99.

Database cleanup work remains a critical priority for the WCPOC in preparation for Modern System deployment. A clean database is absolutely essential for successful conversion of our legacy database to Modern. Our first mock conversion is scheduled for 12 thru 16 February, a second mock conversion on 12 thru 16 March, and a final conversion as part of the deployment process on 16 thru 18 April.



During the 1<sup>st</sup> quarter, our initiative to provide West Region employees the opportunity to correct/ update their official training information before it migrates to the Modern system continued. Unfortunately, difficulties concerning printing, sorting and distribution of the training history reports for employees serviced by the Ft Lewis CPAC have not been resolved. Thus, Ft Lewis and Madigan Army Medical Center employees have not yet had an opportunity to participate in this project.

Work on the Orientation Course on Civilian Personnel Management and the Supervisor's Desk Reference Guide has been completed. This was in direct response to Commanders' concerns voiced at the first CCPAC. The final products include a fully scripted Executive Briefing for new Garrison Commanders that is intended to supplement the material received at the Garrison Pre-Command Course; an Orientation Course on Civilian Personnel Management for Supervisors and Managers that contains 26 lessons with practical exercises; and a Supervisor's Desk Reference Guide for Civilian Personnel Management designed as a handy reference guide.

Since initiation of this project late last fiscal year, 5,687 individual training history updates provided by West Region employees have been processed into training history, to include 841 during the 1<sup>st</sup> quarter.

The new training tools were unveiled to the CPAC Directors at the Partner Meeting held in November, and were enthusiastically received. They will be briefed to West Region Commanders at the CCPAC in February.



Final editing of the Management and Administration of Civilian Training program document has also been completed. This work was the result of issues raised by Commanders at the second CCPAC. The document, in a narrative format with extensive references, expands upon the DA Task List and Business Process Maps to more clearly explain how each piece of the system works.

To assist in execution of their civilian personnel management responsibilities, all West Region managers with FPI accounts now have access to twenty reports via the WCPOC web site. These include Personnel Action reports such as “Actions in My Inbox”, “Action Split Time”, and “Open Recruit Actions”, as well as Employee/ Position reports, such as “Appraisal Due”, “Retirement Eligibility”, “Leave”, and several others. Information on how to access these reports was provided via e-mail to all managers with FPI accounts.

This program document was also unveiled to CPAC Directors at the Partner Meeting in November, and will be briefed to West Region Commanders at the February CCPAC.

Additional report tools will be added as they are completed. We have received several requests for new web reports and changes/ modifications to current reports. The majority of these requests have come from the CPACs and a few from managers. We will continue to create new web reports and adjust current ones in response to our customers’ needs.





PRI OR I TY EMPHASI S AREA  
Competitive and Responsive CHR Programs



CORPORATE GOAL 2

Technology and Business Management Tools and Techniques that Provide the Best, Most Accessible and Lowest Cost CHR Products and Services

SUPPORTI NG OBJ ECTI VES

1. Ensure consistency in applying classification standards
2. Make work processes more effi cient through automation
3. Maintain Functional Process I mprovements (FPI )
4. Successfully deploy Modern System

ACCOMPLI SHMENTS

Work continues on incorporating some version of the West inventory based recruitment model into an Army-wide standard recruitment process. This quarter members of the WCPOC staff attended a DA Staffi ng Conference at which one of the major objectives was further refinement and standardization of the way Army fills jobs.

FOCUS AREAS

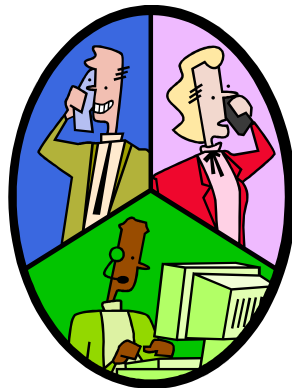
Consensus was again reached among Army personnelists from CPOCs, CPACs and MACOMs that inventory based recruitment has streamlined the process and resulted in more timely referral lists of qualified and available candidates. One of the WCPOC Customer Focused Branch Chiefs will work with a DA task force during the 2<sup>nd</sup> quarter to finalize standardized and streamlined procedures. Commanders will be briefed on progress at the CCPAC in February.

Migration to the updated government version of Resumix (version 5.3G) which had been scheduled for 4<sup>th</sup> Qtr, FY00 and then 1<sup>st</sup> Qtr, FY01, was delayed due to systems problems. WCPOC preparation has continued so that the migration will be as smooth as possible.

Migration to Resumix 5.3G is now scheduled to begin on 3 January. The migration process requires that our system be “down” from Wednesday, 3 January through Friday, 12 January. The WCPOC staff will work that weekend and holiday, 13 through 15 January, to process into the system all applicant resumes received from the 3<sup>rd</sup> through the 12<sup>th</sup>. On Tuesday, 16 January, we will again start issuing referrals. Marketing of system enhancements and changes brought about by the upgraded version will take place as soon as possible. As soon as practical after migration, CPOC/CPAC/customer teams will be formed to identify areas of needed grammar base improvement.

Even more intense, focused preparation for Modern System deployment is underway now that DOD has approved the West Region's deployment date of 13 April 2001. The WCPOC Modern System Steering Committee chaired by the Deputy Director is leading the way to assure a successful deployment.

During the 2<sup>nd</sup> quarter, continued preparation for Modern Systems deployment will proceed full steam ahead. Cutoff dates for processing actions prior to deployment have been agreed to and published throughout the Region, and a West Region Customer Service Action Plan is in place. Select members of the CPOC staff are undergoing intensive training to prepare for delivery of region wide training. Members of the CPOC Information Services Division are prepared to provide on-site technical support and software setup assistance where needed. Training for CPOC and CPAC staffs and managers will begin in February and go through the first week in April. A training schedule will be published in January 2001. West Region Commanders will be briefed on status of Modern System preparation at the CCPAC in February.



The Regional Crediting Plan database available on the WCPOC web page continues to be a good tool for managers when recruiting through the Delegated Examining Unit. At the end of the 1<sup>st</sup> quarter, 600 crediting plans had been uploaded in the database.

The WCPOC implemented a position classification advisory database to track and monitor classification advisories to management throughout the region.

Work on inputting all available crediting plans into the database was completed during the 1st quarter. New crediting plans developed will be input into the database as they are received.

The advisory database provides a tool to ensure classification specialists apply standards consistently and documents detailed information on classification analysis and conclusions. During the 1<sup>st</sup> quarter, 39 written classification advisories were issued to management. Of the 39 advisories, management disagreed with the CPOC assessment on three occasions and exercised their right to override the CPOC grade evaluation.



PRI OR I TY EMPHASI S AREA  
Skilled and Responsive CHR Prof essionals

CORPORATE GOAL 3

CHR Prof essionals who are Customer-Focused and who have the Competence, Support, and Motivation to Meet the Challenges of Constantly Changing and I ncreasing Expectations

SUPPORTI NG OBJ ECTI VES

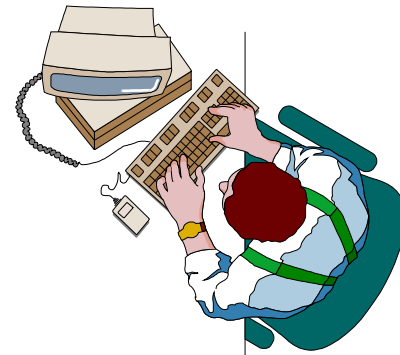
1. Clarify roles of CPOC, CPAC and manager
2. Develop CPAC generalists as advisors and consultants, and full members of the customer management team

ACCOMPLI SHMENTS

As reported last quarter, the US Army Civilian Personnel Evaluation Agency (USACPEA) completed its in-progress review of regionalization in the West Region during the period 4 June through 31 August 2000. The review included on-site visits to four CPACs and concluded with a visit to the WCPOC. The charts used by USACPEA during their outbrief of the WCPOC were shared with all CPAC partners, but the final written report with an overview of the entire Region review had not yet been received. That report was received this quarter and has been provided to all West Region Commanders and CPAC Directors.

FOCUS AREAS

The USACPEA report was overwhelmingly positive for the WCPOC and therefore for the West Region. Together we have all come a long way and are committed to continuing to strive for the provision and delivery of the best service possible to our customers. That commitment remains our top priority!



The merger of the Staffing Services and Classification Divisions into two Customer Focused Divisions was effective on 5 November 2000. Under this new organization, a team of Staffers, Classifiers and Processors of personnel actions assigned to service a specific customer are now co-located and members of a single team. This new configuration is expected to ensure smoother flow of work and more timely response to customer needs.

We are never done. We will continue fine tuning our organizational configuration, processes and procedures with the goal of providing better and better service to our customers both in terms of quality and timeliness.



# All Serviced

## Executive Summary

Civilian personnel servicing performance in the 1st quarter was outstanding in many areas:

- In the classification area, 91% of routine actions and 93% of non-routine actions were processed in standard. During the quarter, the classification staff processed routine actions in an average of 1.8 days against a DA standard of four days; non-routine actions in an average of 15.5 days against a DA standard of 30 days.

- In the staffing area:

- \* Referrals were issued in standard 77% of the time compared to 75% last quarter. Of the total 1,217 referrals issued in the quarter, 499 were issued within three days of receipt in Staffing, 396 on the 4th and 5th days, 84 between the 6th and 10th day, and 238 after the 10th day.

- \* The average processing time for recruitment actions, measured from initiation by the manager to closure remained steady at 75 days. The Army goal for recruit actions from the time the PERSACTION arrives in the CPAC until the date of commitment is 70 days; for the 1st quarter the West Region time for this measure was only 52 days!

- \* 1077 recruit actions were closed this quarter region-wide. Fill sources for those actions broke out as follows:

Resumix referral lists	609 (57%)	
Delegated Examining Unit lists	93 ( 9%)	
Office of Personnel Management lists		14 ( 1%)
Career Program lists	15 ( 1%)	
Priority Placement Program placements	25 ( 2%)	
Other Non-competitive sources	326 (30%)	

# All Serviced

## Executive Summary (Cont)

\* Non-recruitment actions were processed in standard 96% of the time. The CPOC processed 2,102 actions this quarter in an average of three days each against the DA standard of five days.

• Feedback received from selecting officials on the management feedback forms continues to reflect a high degree of satisfaction with Resumix referrals and WCPOC responsiveness. Manager ratings were as follows:

	Outstanding	Adequate	Poor
Quality of Candidates	45%	47%	8%
Availability of Candidates	32%	51%	17%
Timeliness of Referrals	63%	33%	4%
Responsiveness of WCPOC	81%	18%	1%

Even though the satisfaction ratings are high, we are concerned about the low return rate, only 23% this quarter. To make it easier for managers, we have changed our procedure so that the feedback form is sent by email to the selecting official after the selection has been made rather than being sent with the referral list. It can then be completed quickly and returned by email. But the return rate is still quite low. Selecting officials should be encouraged to provide this valuable feedback.

• Pay issues remain a top priority in this Region. The goal is to eliminate all pay problems, but when they are reported they are handled as expeditiously as possible. This quarter, pay problems (those actually affecting an employee's basic pay) were down to .37 per 100 employees serviced from last quarter's .72 per 100 employees serviced. The downward trend of pay problems continues!

• The recording of completed training into employees' training history in the automated database continues to receive emphasis. During the quarter, 4,438 training requests were processed. The cost of training reported and recorded during the 1st quarter was \$1,229,080, an average of \$227 per training event and an average of \$168 per employee.

# All Serviced

## Executive Summary (Cont)

Preparation for migration to Resumix 5.3G and deployment of Modern System continues. After several delays due to system problems, Resumix migration is scheduled for January 2001. Modern System deployment is scheduled for 13 April 2001.

The CPOC hosted a two day CPAC/CPOC partner meeting in November 2000. The meeting was a success with all partners committed to excellence and to further enhancing service to our customers. Agenda items included a Modern System update, new automation tools to track and monitor open and closed recruit actions, fill time, and delegated classification authority. New WCPOC developed training guides and tools for Commanders and managers were briefed and provided to all partners.





# COE, South Pacific Division

## Executive Summary

The CPOC Director, Deputy Director, Information Management (IM) Chief, and Customer Focused Branch Chief traveled to SPD to participate in the SPD Deputy Director Conference in October 2000. The WCPOC Director provided an update on the state of the SPD civilian personnel program, and the IM Chief presented an orientation on newly developed automated tools for both management and personnel staff to track and monitor open and closed recruit actions. The follow on CPAC/CPOC partner meeting was very productive; the staff worked through many issues.

The CPAC/CPOC staffs continue to work closely together to discuss issues, resolve problems and identify priority emphasis areas. In November 2000, the WCPOC sponsored a two day Partner meeting. Commitment to effective working relationships is critical to improved customer service.

The number of pay inquiries dropped significantly this quarter! Six pay problems were reported; down from 31 last quarter. The CPOC continues to place emphasis on ensuring employees are paid correctly and on time. Our goal continues to be eliminating pay problems.

Time to fill (measured from the initiation of the PERSACTION by the manager to closure) improved from 116 days last quarter to 104 days this quarter. Region wide average is 75 days. The large number of PPP matches, special requirements for high grades, and multiple Interdisciplinary multi-grade level recruits impacts timeliness. Increased emphasis on time managers take to make selections is paying off. Average days for selections decreased from 30 days last quarter to 24 days this quarter. We hope this trend continues! Average CPOC time to perform classification reviews and issue referral lists improved to 25 days, down from 31 days last quarter. CPAC time increased from 19 days to 20 days; the DA standard is three days. All partners must do their part to improve fill time.



# COE, South Pacific Division

## Executive Summary (Cont)

At the close of the quarter, the oldest outstanding referral list for SPD was an Interdisciplinary GS-5/7/9/11 position in the Planning Division, San Joaquin Basin Branch. The referral list has been out since September 5, 2000.

Timeliness performance for processing Classification actions remains in the green! There was a slight dip in timeliness this quarter. Routine actions were processed 92% in standard compared to 96% last quarter; non-routine actions were processed 95% in standard compared to 100% last quarter.

The number of employees with resumes in the Resumix database dropped from 46% last quarter to 39% this quarter. Purging applicants who are no longer interested and available contributed to the decline. The number of recruitment actions committed increased to 177, up from 167 and 148 the previous two quarters.

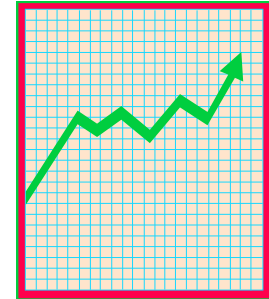
The CPOC Director and Deputy Director are scheduled to visit the COE, SPD Commanding General in January to review accomplishments to date on improvement to the SPD human resource management program.



## DATA AND ANALYSIS

-- The charts in this part of the report present data for each month of the first quarter, FY01, as well as a summary for the entire quarter in the following functional areas:

- Section 1: Processing SF- 52s
- Section 2: Classifying jobs
- Section 3: Filling jobs
- Section 4: Processing personnel actions
- Section 5: Processing pay inquiries
- Section 6: Training and developing employees
- Section 7: Providing information services



-- Where an Army standard for a functional area exists, the standard is described and performance against the standard is indicated. Each area is assessed as:

**Green:** when performance meets the standard at least 90% of the time

**Red:** when the standard is met less than 75% of the time

**Amber:** if performance exceeds "red" but does not meet "green"

When no Army standard exists, no assessment is given.

-- The term "backlog" will always refer to actions which have not been completed and are outside of the Army standard.

-- Note that the total on hand of all actions will not equal the total of actions on each chart, since data captured varies between programs.

# Section 1

## Processing SF-52s

### Proponent: West CPOC

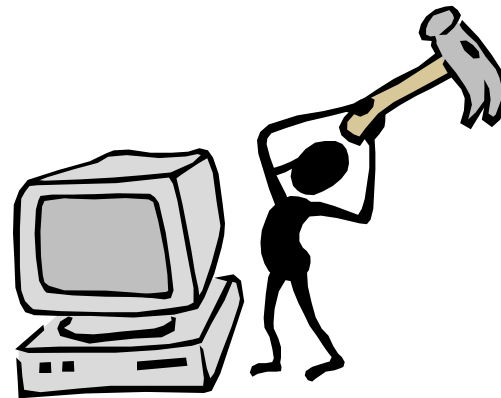
Sub-  
Section  
N/A

Topic

PERSACT Actions

Remarks

Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT.

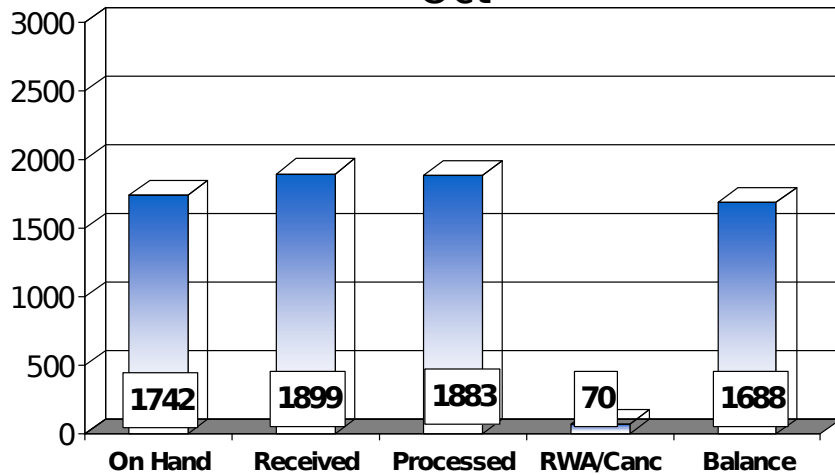


# PERSACT Actions - All Serviced

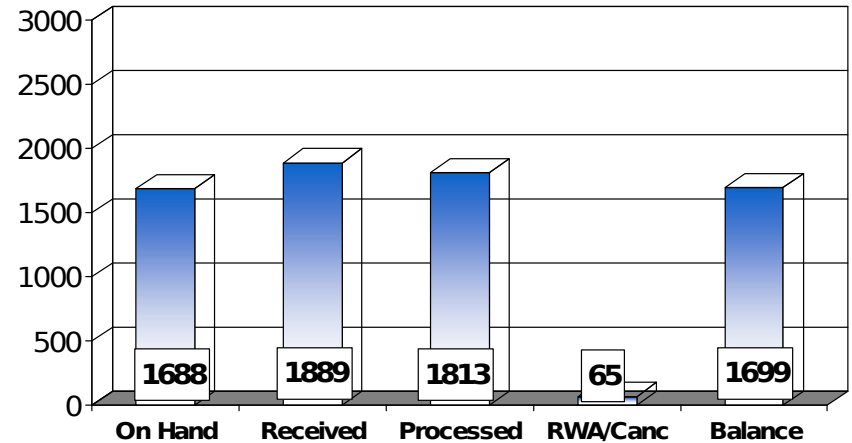
1ST QTR-FY01

## WCPOC

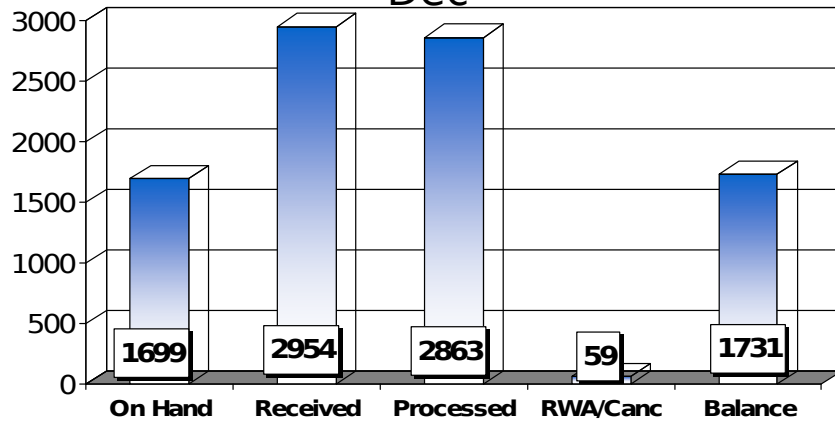
Oct



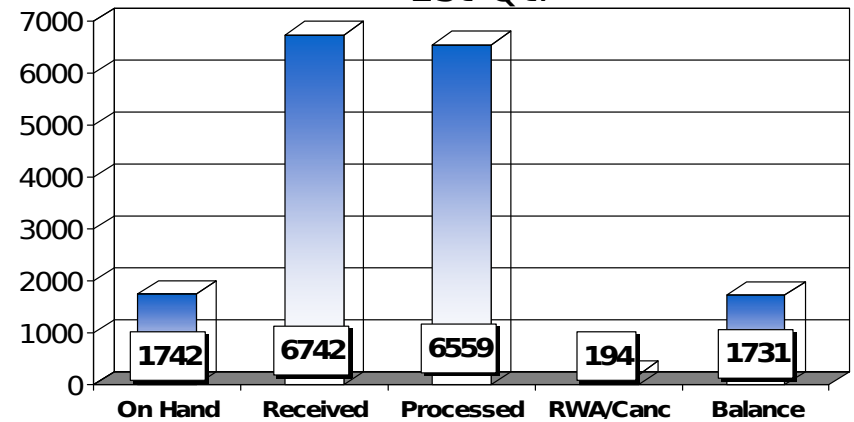
Nov



Dec



1st Qtr



**ANALYSIS:** Actions processed or returned without action are keeping pace with the number received, precluding backlog.

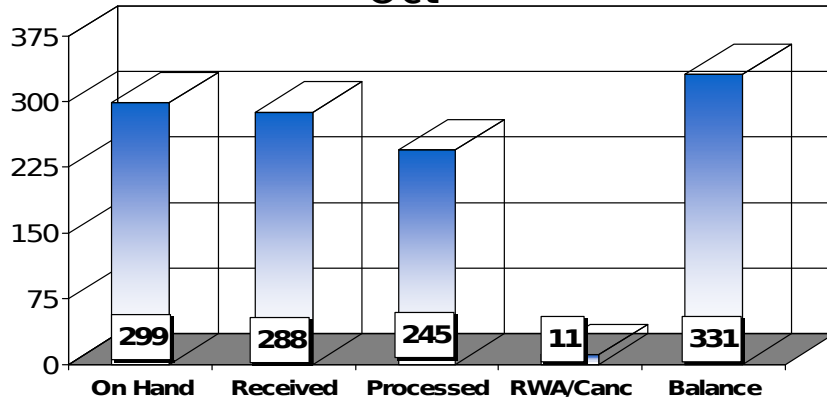


# PERSACT Actions - COE, South Pacific Division

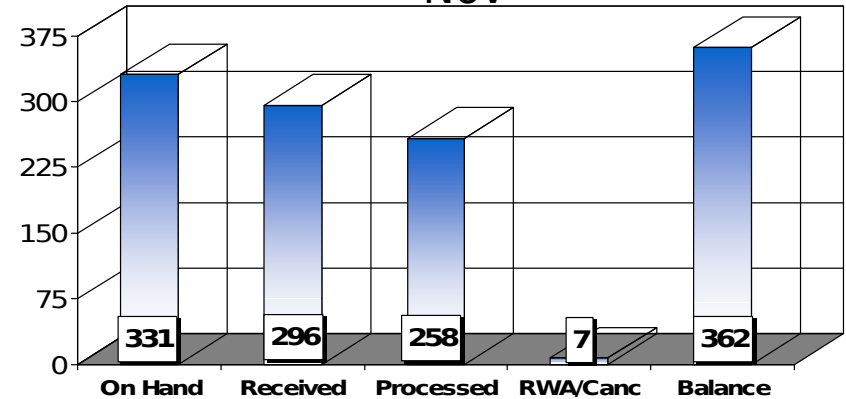
1ST QTR-FY01

## WCPOC

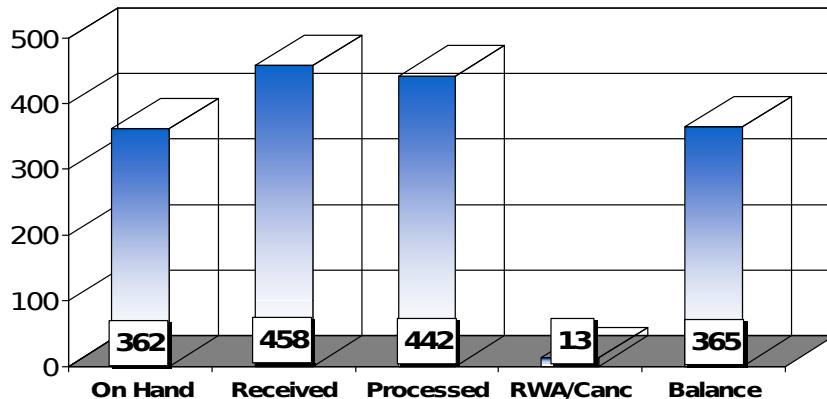
Oct



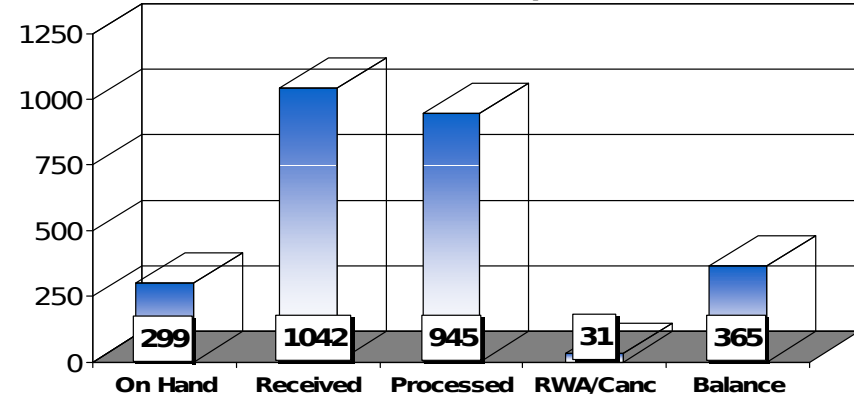
Nov



Dec



1st Qtr



**ANALYSIS:** The number of actions processed is generally keeping pace with the number received, precluding backlog. The number on hand at the end of the quarter is normal for four serviced districts.

# SECTION 2

## Classifying Jobs

Proponent: WCPOC, Classification Division

Sub-Section	Topic	Remarks
A	Classification Actions Processed	Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review. Nonroutine actions require the classifier to do a job analysis or advisory.
B	FY01 Trends	Provides analysis of volume and timeliness of work for the FY to date.



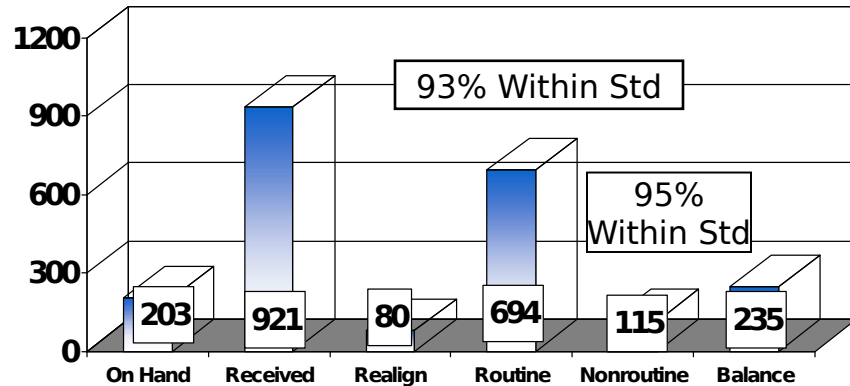
# Classification Actions Processed - All Serviced

1ST QTR-FY01

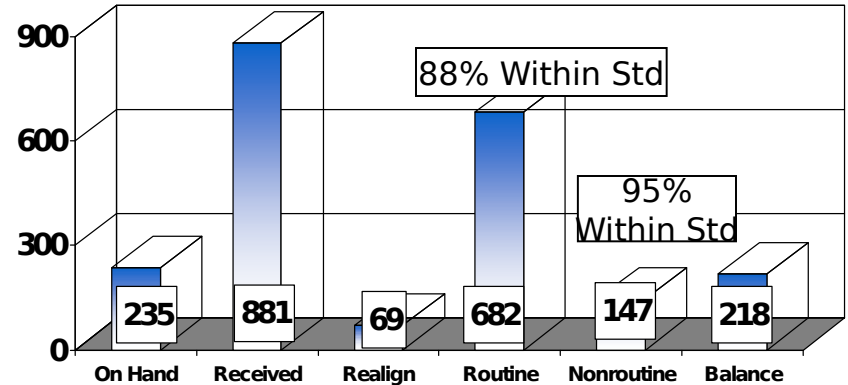
**STANDARD:** **WCPOC-Classification**  
 Routine, 4 Days from Date Received by Class  
 Non-Routine, 30 Days from Date Received by Class

**ASSESSMENT:** **Routine: Green**  
**Non-Routine: Green**

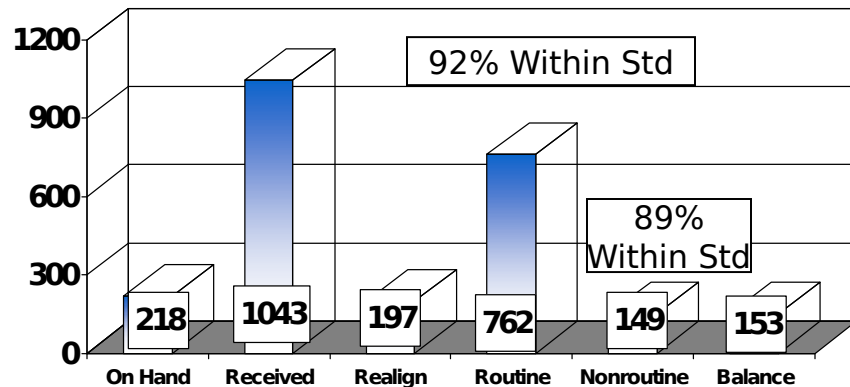
Oct



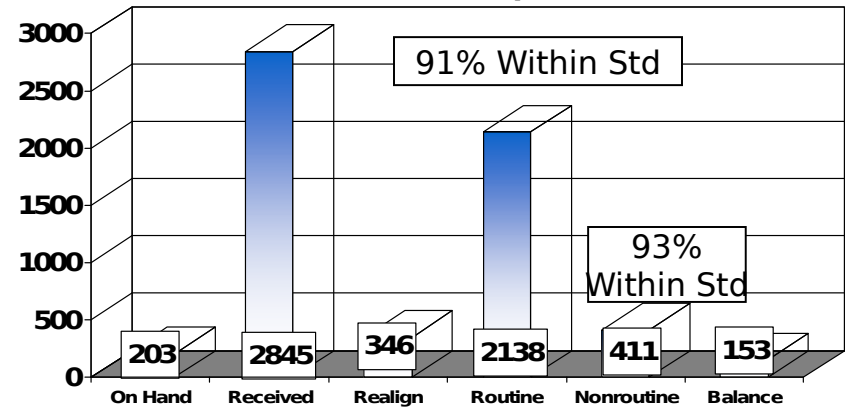
Nov



Dec



1st Qtr



**Analysis:** Overall, the processing of classification actions is in the “green” with 91% of routine and 93% of non-routine actions processed in standard.





# Classification Actions Processed - COE, South Pacific Division 1ST QTR-FY01

## WCPOC-Classification

Routine, 4 Days from Date Received by Class

Non-Routine, 30 Days from Date Received by Class

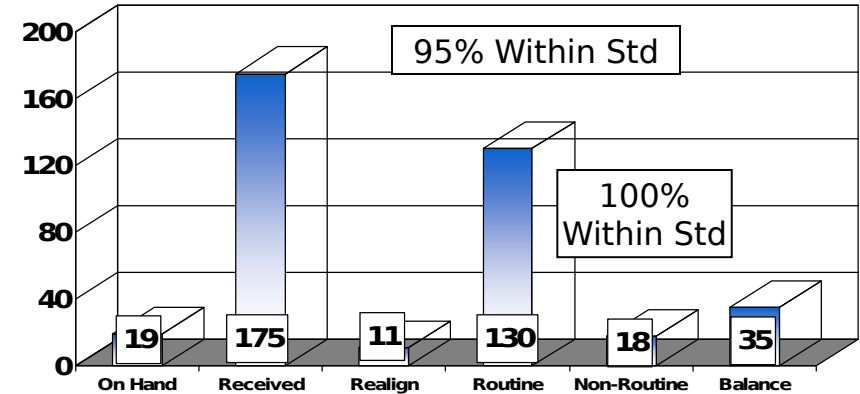
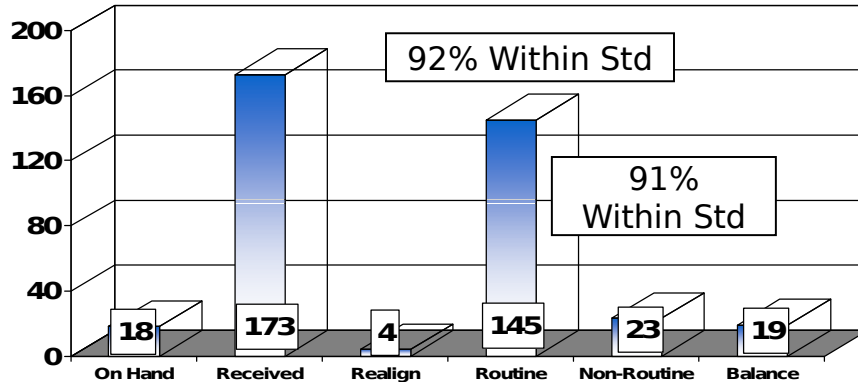
Class Oct

**STANDARD:**

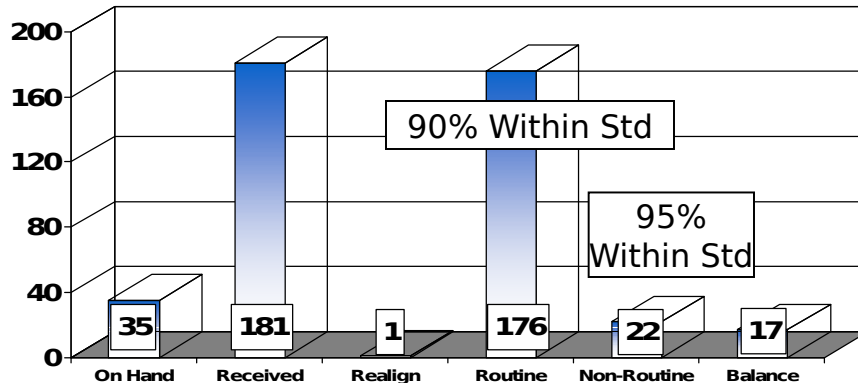
**ASSESSMENT:** Routine: Green

Non-Routine: Green

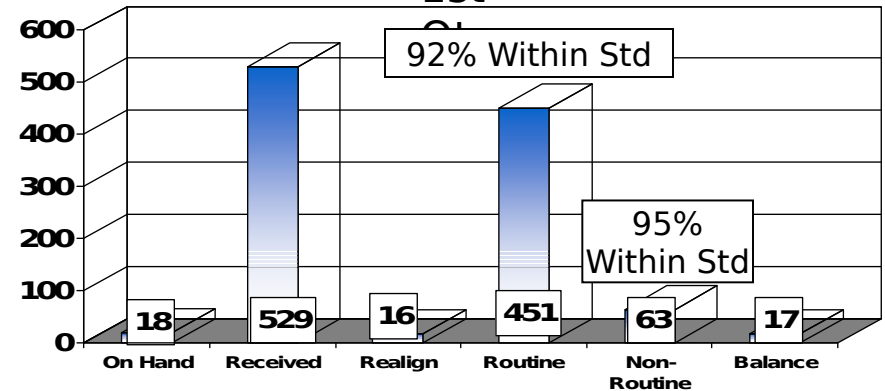
Nov



Dec



1st

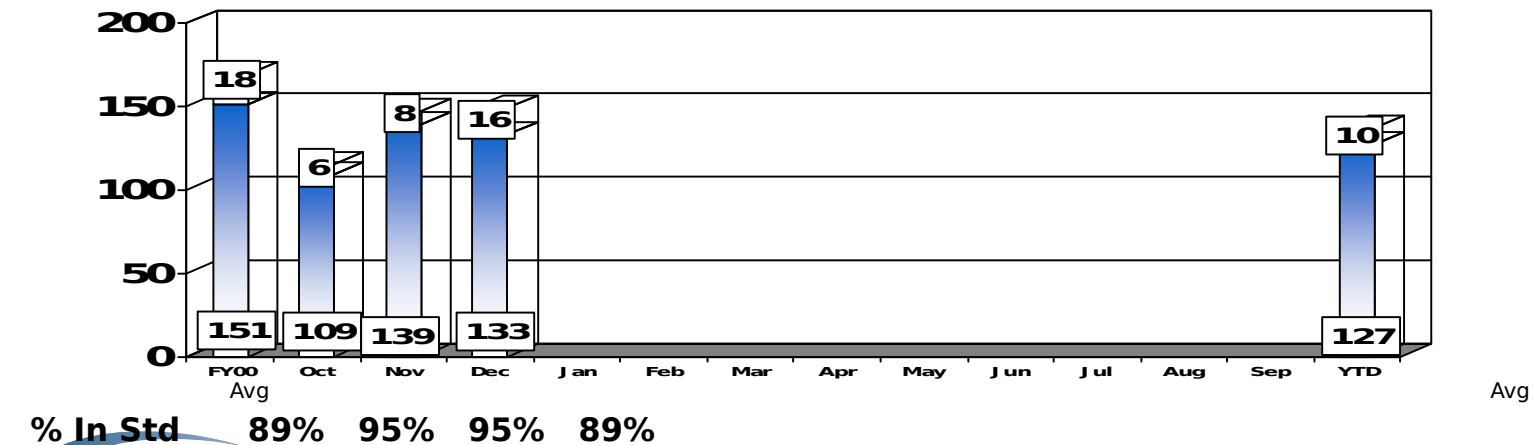
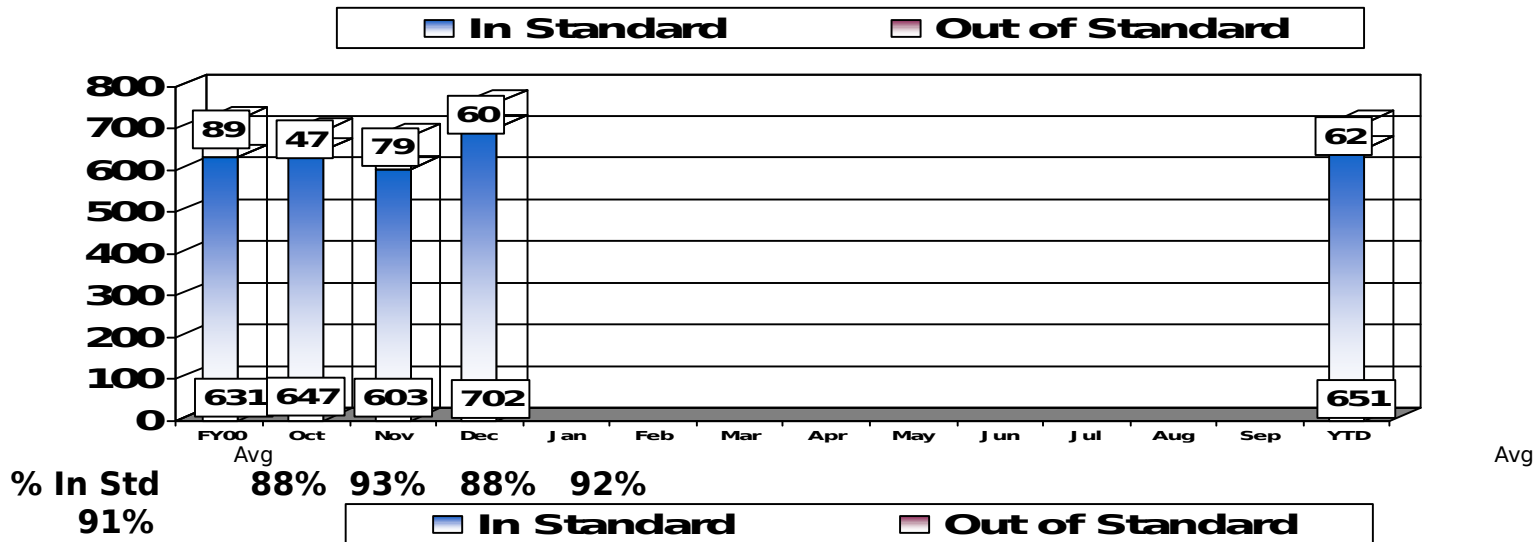


**ANALYSIS:** In-standard percentages remained in the 90-100% range: a good start in FY01. Efforts continue to cross level work between CFD branches to maintain high performance levels.

# Trends - Classification Actions Processed

## WCPOC-Classification

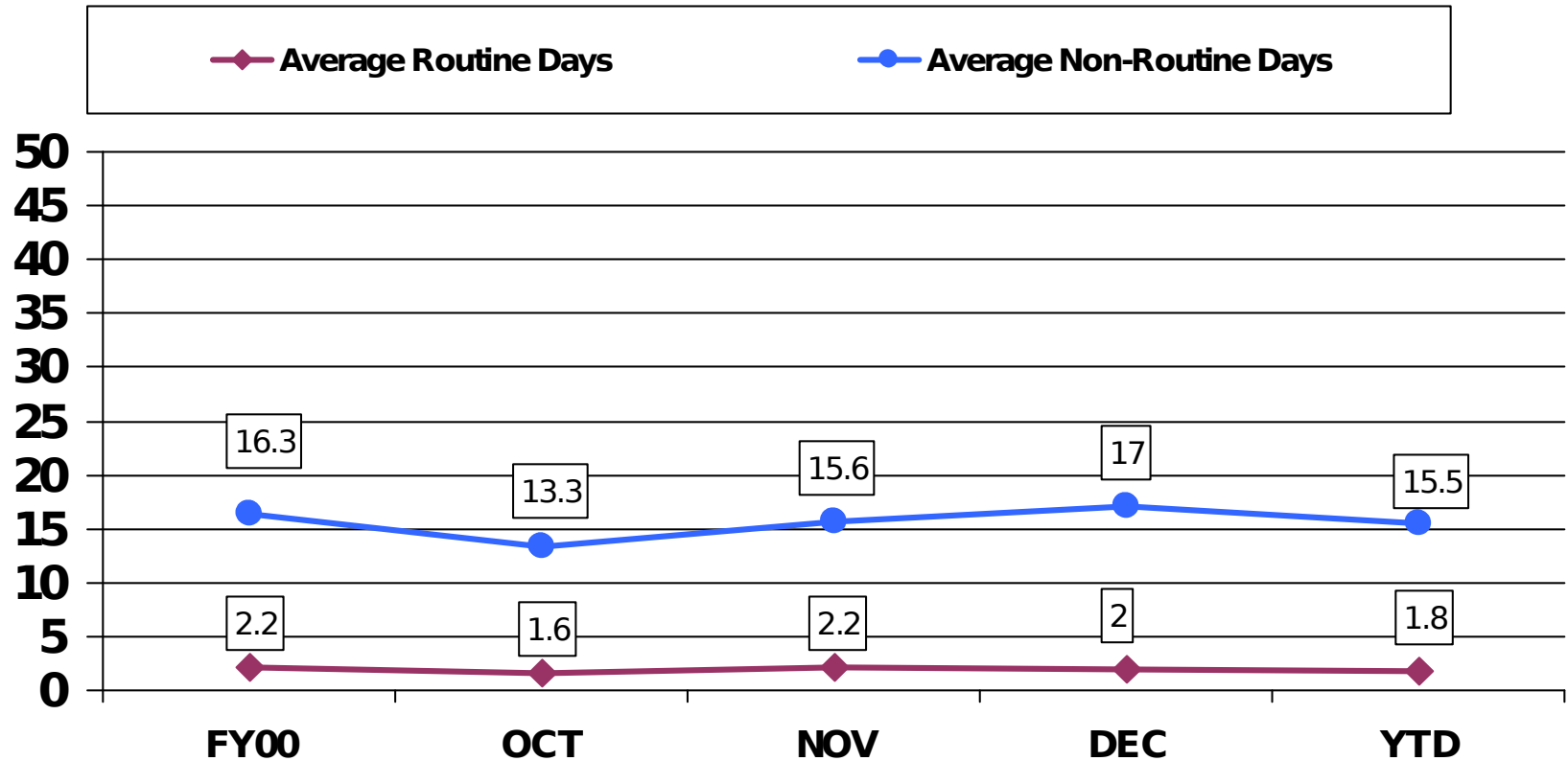
FY01



**ANALYSIS:** FY01 is off to a good start within standard performance rates for the first quarter ahead of overall FY00 performance!

# Trends - Average Days to Process Classification Actions FY01

## WCPOC-Classification



Std: Routine, 4 Days from Date Received by Classification  
 Non-Routine, 30 Days from Date Received by Classification

**ANALYSIS:** Average days to process is well below the DA standard of four days for routines and 30 days for nonroutines.

# SECTION 3 Filling Jobs Proponent: WCPOC, Staffing Services

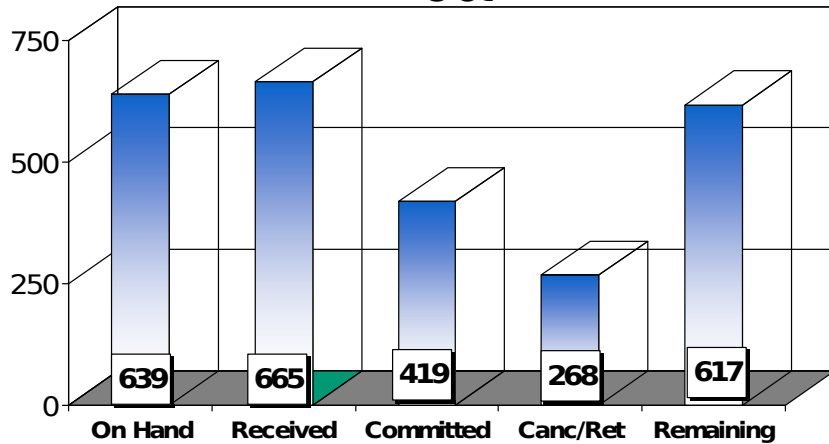
<u>Sub-Section</u>	<u>Topic</u>	<u>Remarks</u>
A	Recruitment Activity – Jobs Filled	I llustrates how many jobs are being filled and the status of actions on hand at the end of the quarter.
B	Referral Lists Issued	Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in Staffing. This includes both open and closed actions where referrals have been issued.
C	Resumes in Resumix Database	Depicts the number of resumes in the system from external and internal candidates.
D	Average Processing Time	Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter.
E	Management Feedback on Resumix	I llustrates management feedback on the Resumix process.
F	DEU Activity	I llustrates the number of completed DEU certificates issued and the outcome.
G	FY01 Trends	Provides analysis of volume and timeliness of work for the FY to date.

# Recruitment Activity - Jobs Filled - All Served

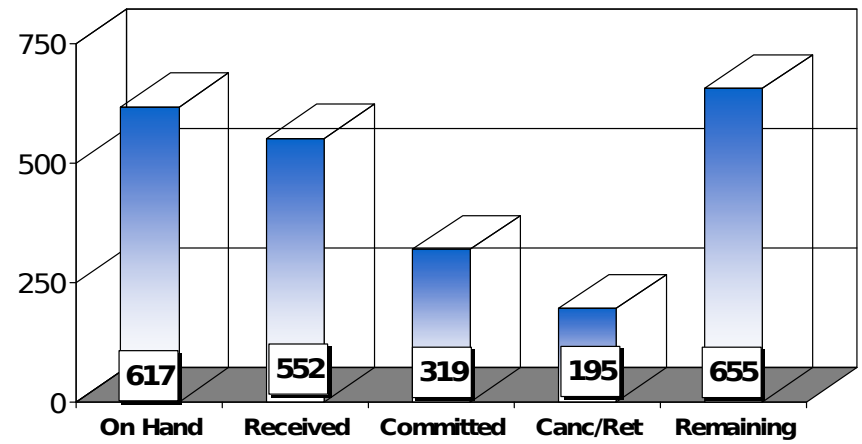
## WCPOC - Staffing

1ST QTR-  
FY01

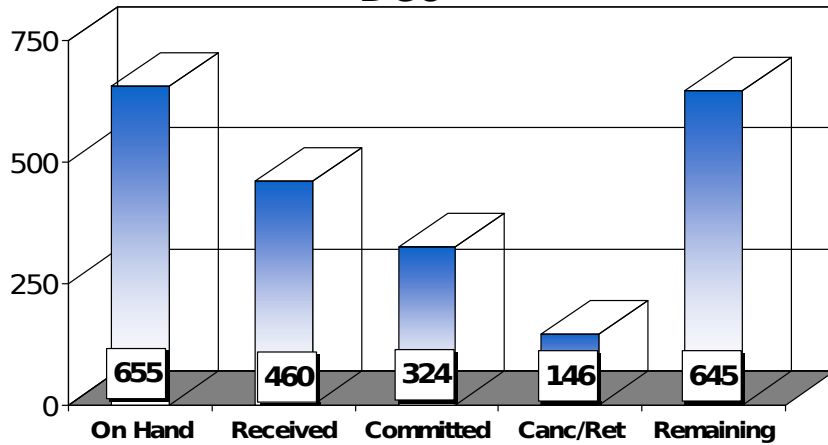
Oct



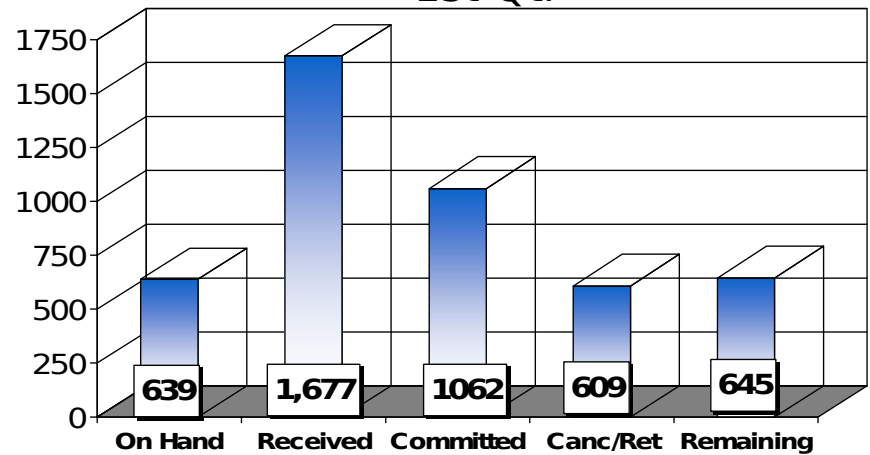
Nov



Dec



1st Qtr

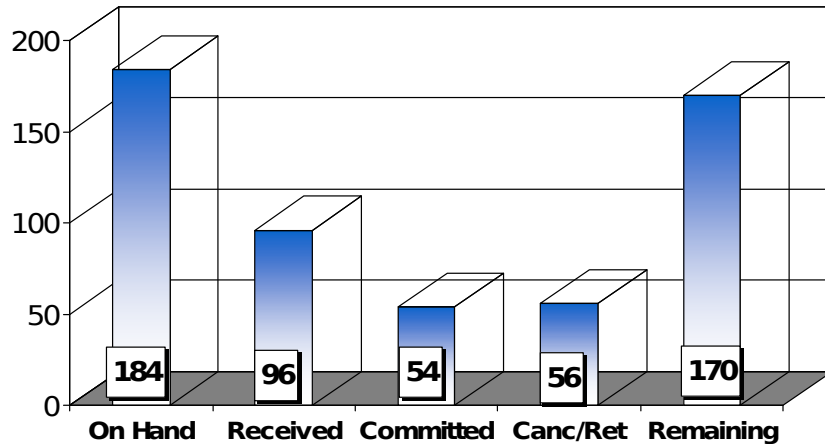


**ANALYSIS:** During the quarter, 1,062 positions were committed; 718 through competitive procedures, 35 through PPP and 309 through other non-competitive sources. Of the 645 actions remaining at the end of the quarter, 410 have referrals issued, 22 have PPP issues working and 213 are pending referral.

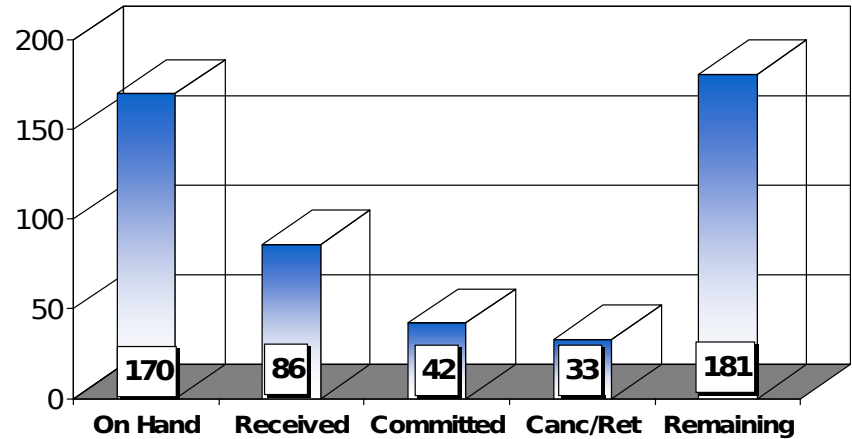
# Recruitment Activity - Jobs Filled - COE, South Pacific Division WCPOC - Staffing

1ST QTR-  
FY01

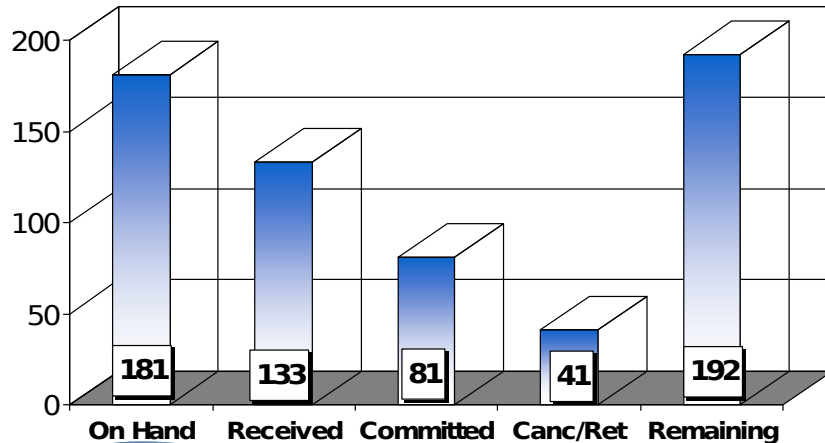
Oct



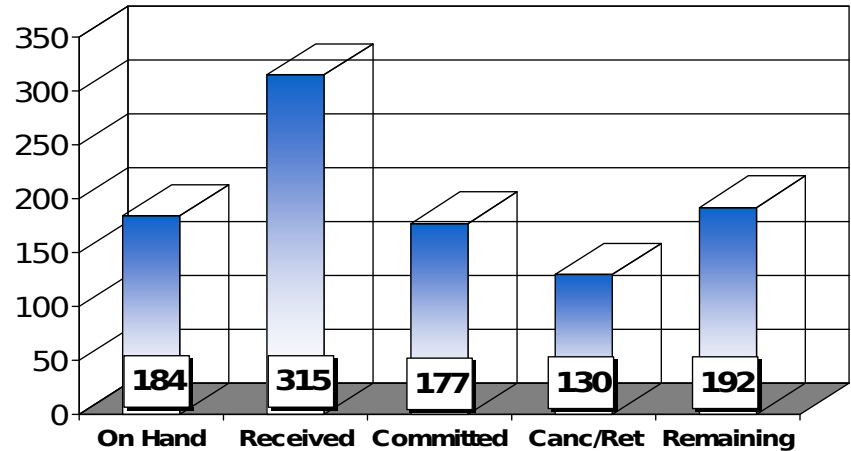
Nov



Dec



1st Qtr



## ANALYSIS:

During this quarter, 177 actions were committed; 81 through competitive sources, nine through PPP, and 87 through non-competitive sources. Of the 192 remaining actions, 112 have referrals issued, 71 are pending referral, and nine have a PPP issue.



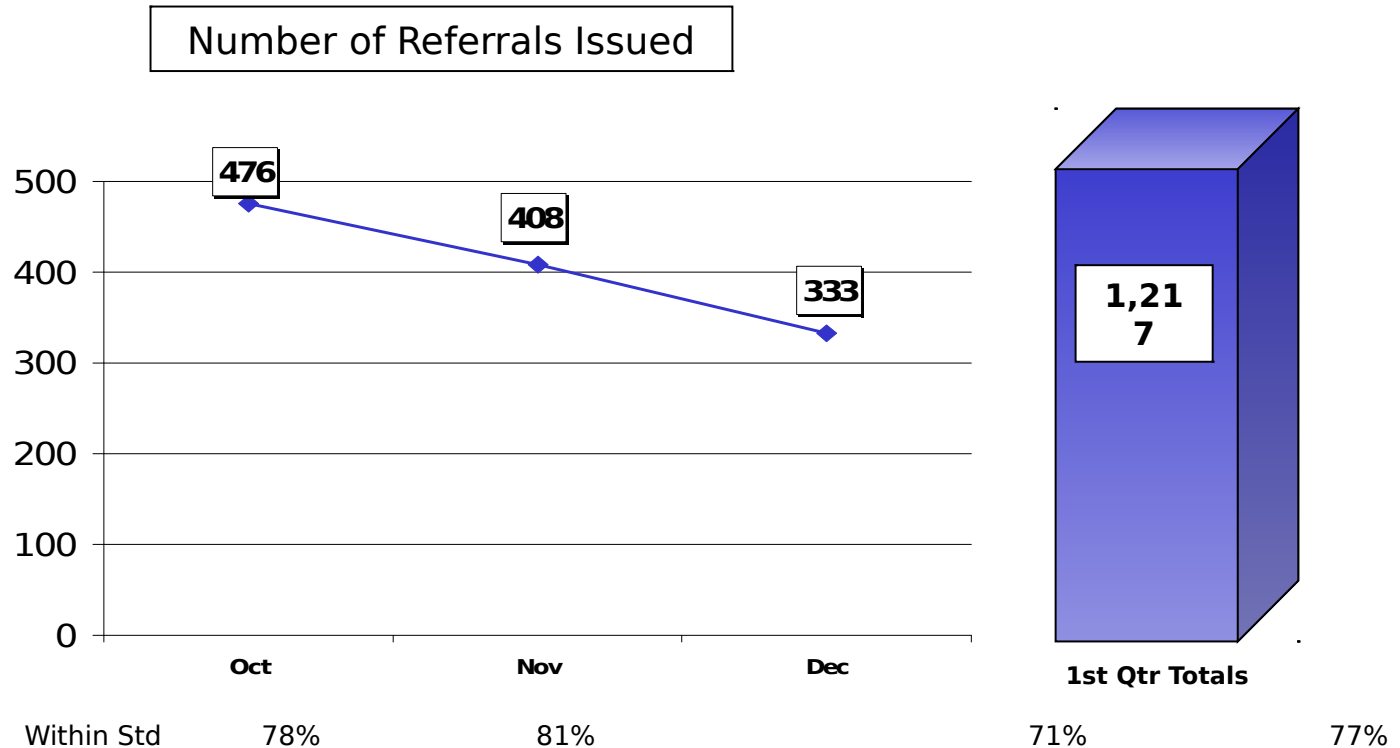
# Referral Lists Issued - All Serviced

## WCPOC - Staffing

1ST QTR-  
FY01

ASSESSMENT: Amber

**STANDARD:** Resumix: 5 Calendar Days from Date Received in Staffing  
DEU: 36 Calendar Days from Date Received in Staffing



**ANALYSIS:** The number of referrals issued decreased from 1,347 last quarter to 1,217 this quarter, and referral timeliness increased from 75% to 77%. Of the 1,217 referrals issued, 499 were issued by the 3rd day, 396 on the 4th and 5th days, 84 between the 6th and 10th day, and 238 after the 10th day.

# Referral Lists Issued - COE, South Pacific Division 1ST QTR-

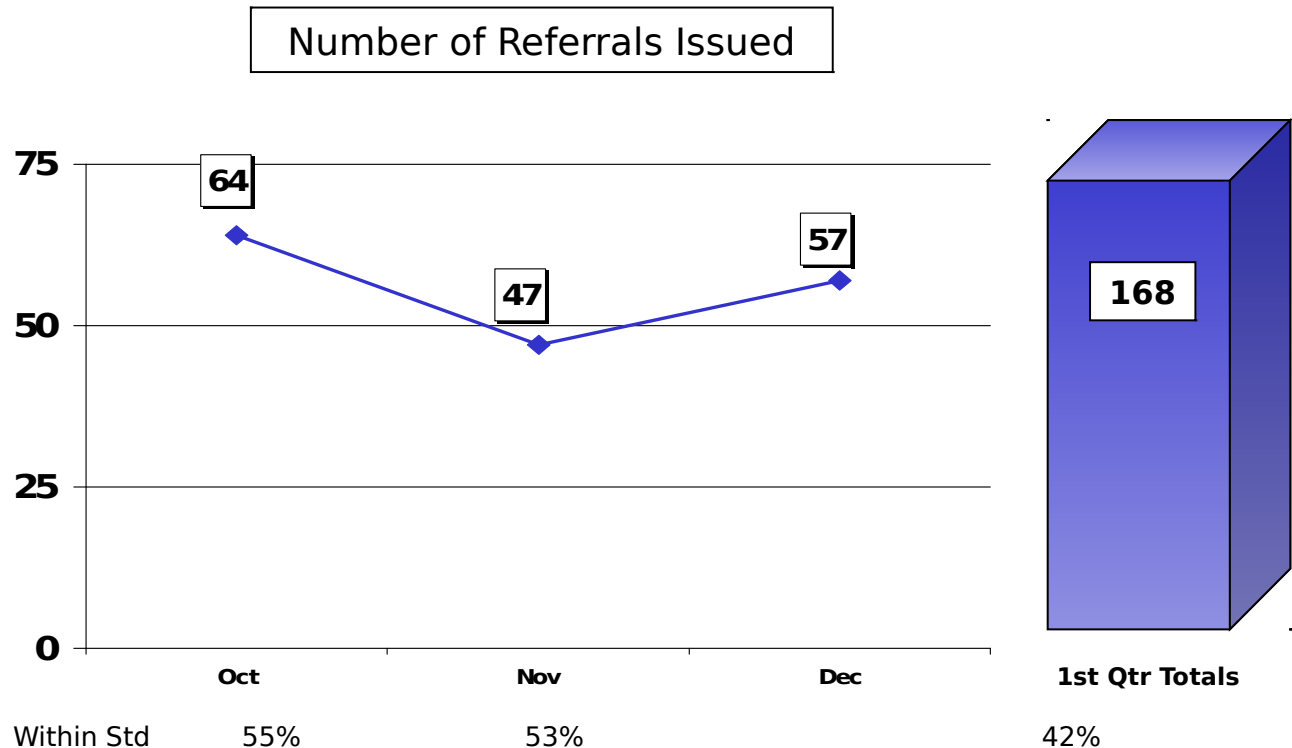
## WCPOC - Staffing

FY01

### STANDARD:

Resumix: 5 Calendar Days from Date Received in Staffing  
DEU: 36 Calendar Days from Date Received in Staffing

ASSESSMENT: Red



### ANALYSIS

The number of referrals issued decreased from 179 last quarter to 168 this quarter, with the number issued in standard decreasing from 56% to 50%. One of the main reasons for Resumix referrals being out of standard is the initiative to conduct interest and availability inquiries for all interdisciplinary positions before issuing the referrals. While this process takes more time on the front end, it better serves management by assuring those candidates referred are actually interested and available. We are working on procedures for streamlining this process. Of the 168 referrals issued, 32 were issued within three days, 42 on the 4th and 5th day, 27 between the 6th and 10th days, and 67 after the 10 day.





# Total Resumes in Resumix Database - All Serviced WCPOC - Staffing

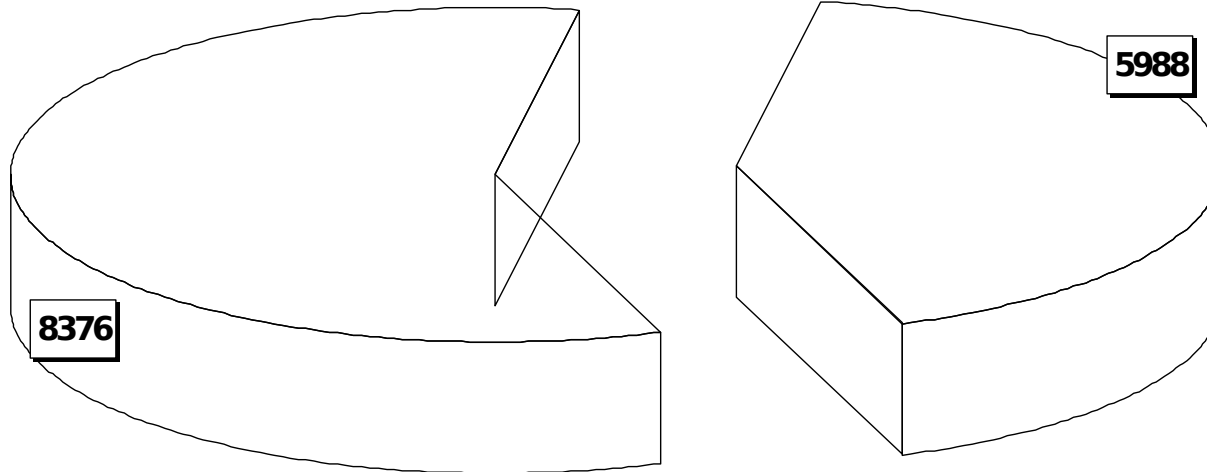
1ST QTR-  
FY01



External Applicants



Internal Applicants



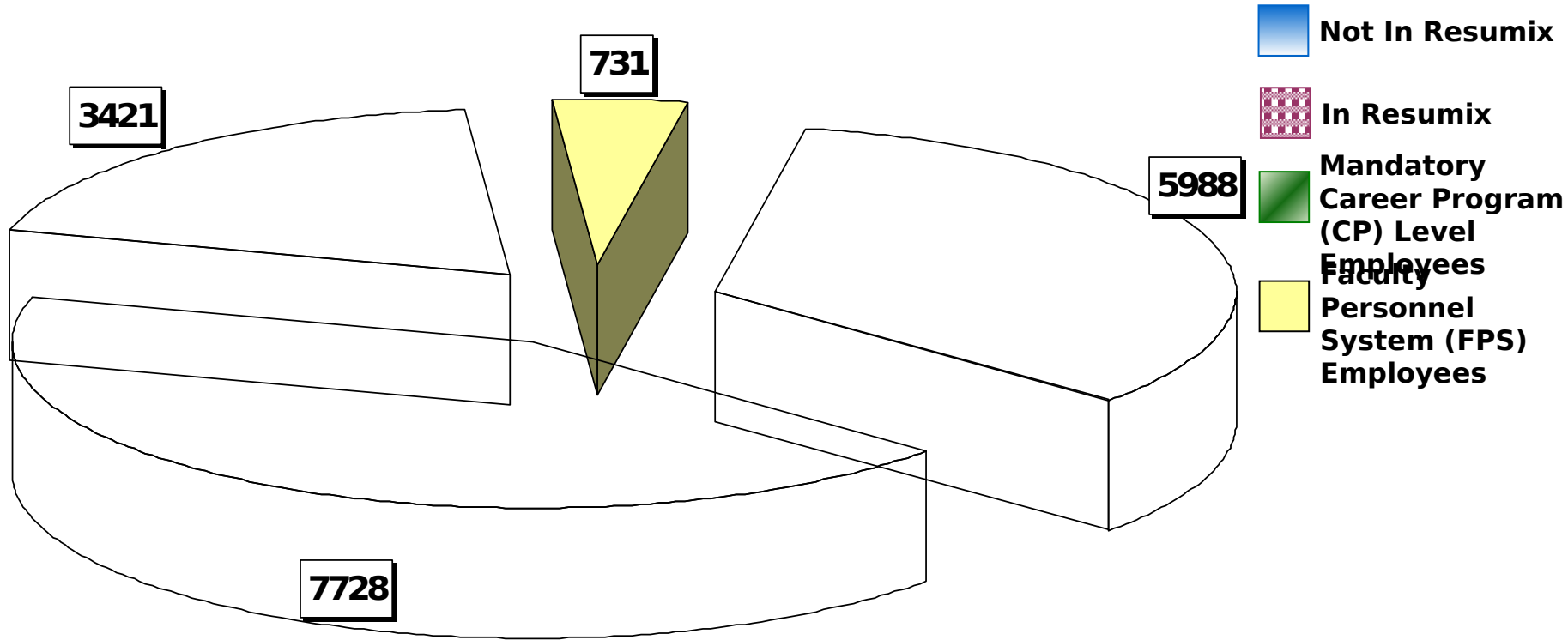
Total Applicants in Resumix : 14,364

**ANALYSIS:** The total number of resumes in the database increased only slightly (3%) from last quarter's 13,996. The total number of external applicants increased by 115 (1%). The number of internal applicants increased by 253 (4%). The purging of external candidates with resumes over six months old, as well as purging of internal resumes of employees who have left the West Region, continues.



# Internal Resumes in Resumix Database - All Served WCPOC - Staffing

1ST QTR-  
FY01



Total Population: 17,868

# in Resumix (excludes mandatory CP level and FPS employees): 5,988 (44%)

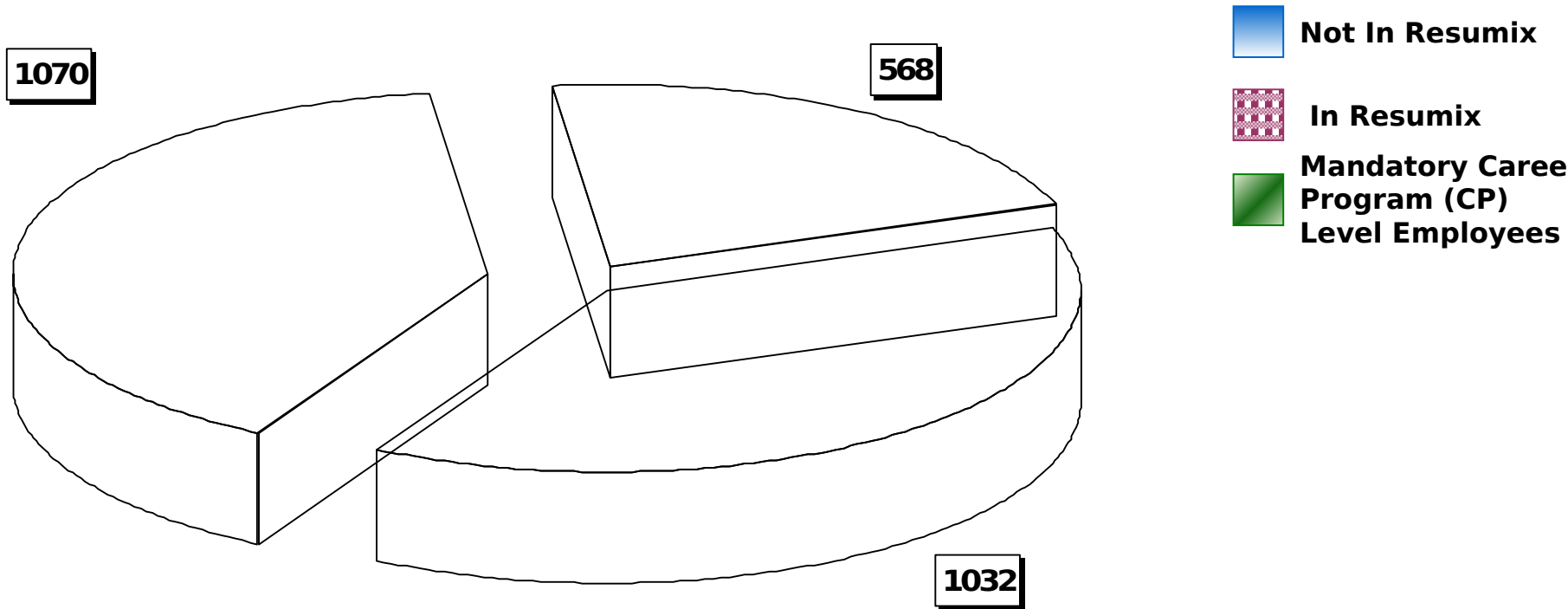


**ANALYSIS:** The portion of serviced employees which has submitted resumes to the Resumix database increased slightly from 42% last quarter to 44%. Continued emphasis on encouraging employees to apply should further populate the database.

# Internal Resumes in Resumix Database - COE, South Pacific Division

## WCPOC - Staffing

1ST QTR-  
FY01



Total Population: 2,670

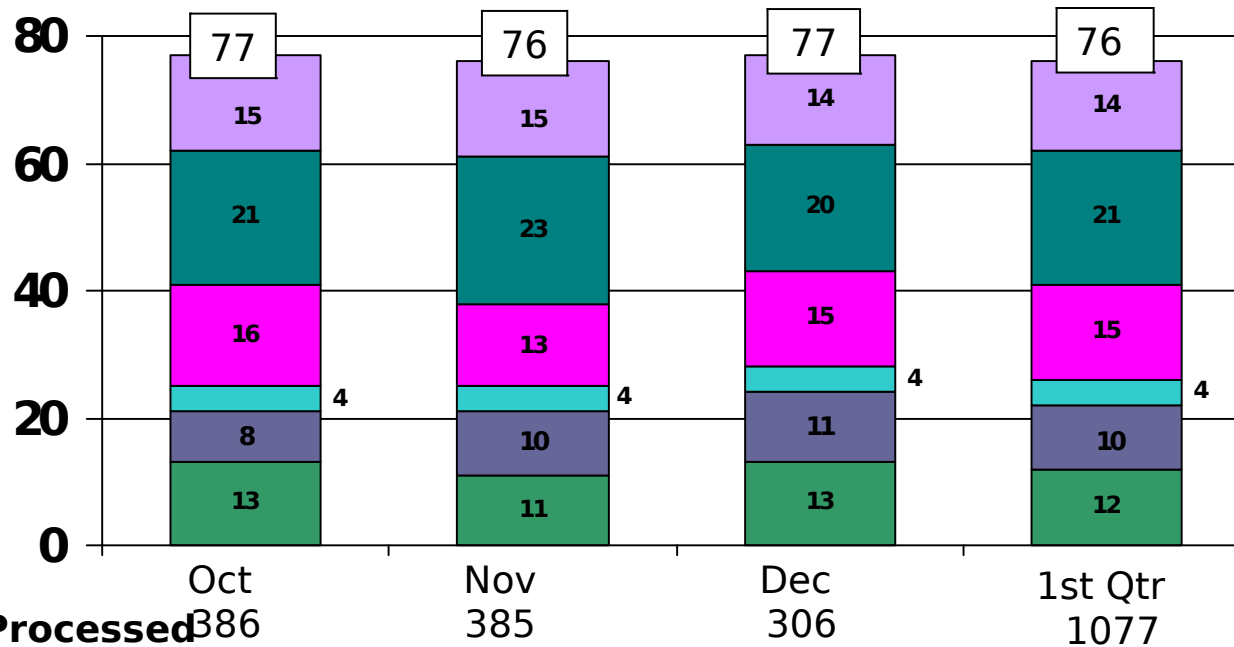
# in Resumix (excludes mandatory CP level): 1032 (39%)

**ANALYSIS:** Thirty-nine percent of the serviced employees have submitted resumes to the Resumix database, down from last quarter where 46% had submitted resumes. Purging resumes from applicants no longer interested and available contributed to this decline.



# Avg Processing Time - Recruitment Actions - All Serviced (From Initiation to Closure) West Region Partners

1ST QTR-  
FY01



# of Actions Processed



Avg. Days w/ Manager/RMO (Army standard: 3 days)



Avg. Days w/ CPAC (Army standard: 3 days)



Avg. Days w/ CPOC Classification (Army standard: 4/30 days\*)



Avg. Days w/ CPOC Staffing to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days\*)



Avg. Days w/ Manager for Selection (Army standard: 10 days)



Avg. Days w/ CPAC to make job offer and establish EOD and CPOC Staffing to process and close action.

\*standard varies with type of action/referral

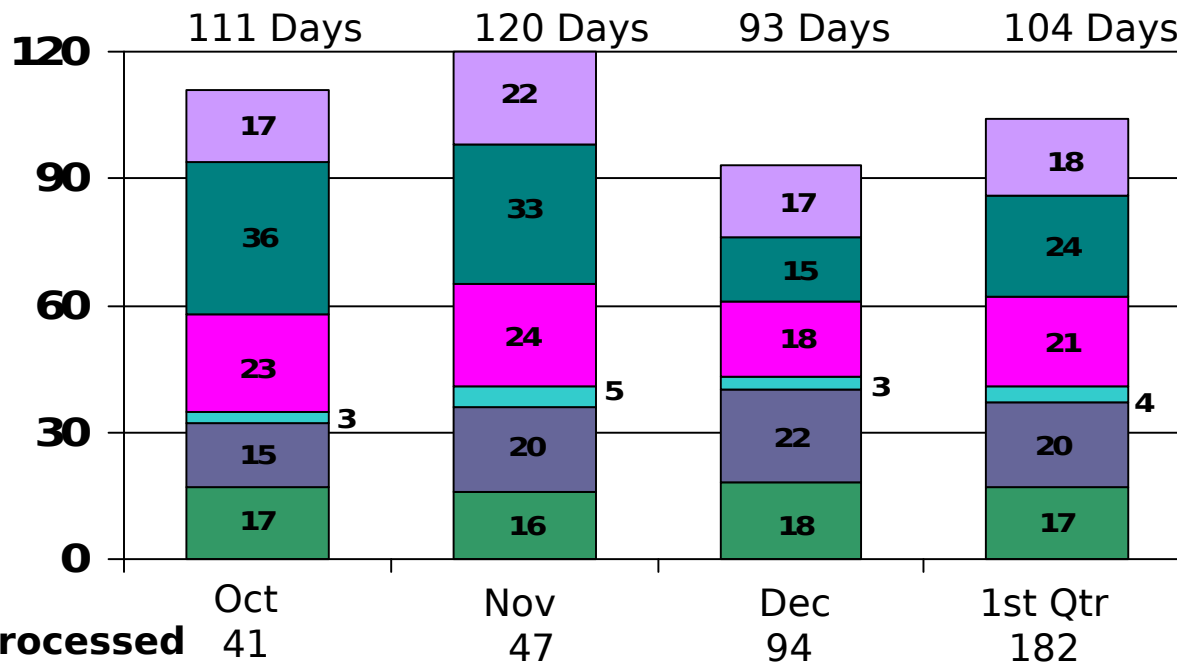


## ANALYSIS:

During this quarter, 1,077 recruitment actions were closed, down from last quarter's 1,536. The average time to process actions from initiation to closure increased slightly to 76 days from 75 days last quarter. Of the total number of recruitment actions closed during the quarter, 91 were selections made from DEU certificates. The DEU Team issued certificates for these positions in an average of 37 days. Additionally, of the 1,077 actions closed this quarter, 339, or 31%, were non-competitive actions that required no referral and therefore no management time for selection. All partners must continue to work to improve both the quality of the process and the timeliness of filling positions.

# Avg Processing Time - Recruitment Actions - COE, South Pacific Division (From Initiation to Closure) West Region Partners

1ST QTR-  
FY01



## # of Actions Processed



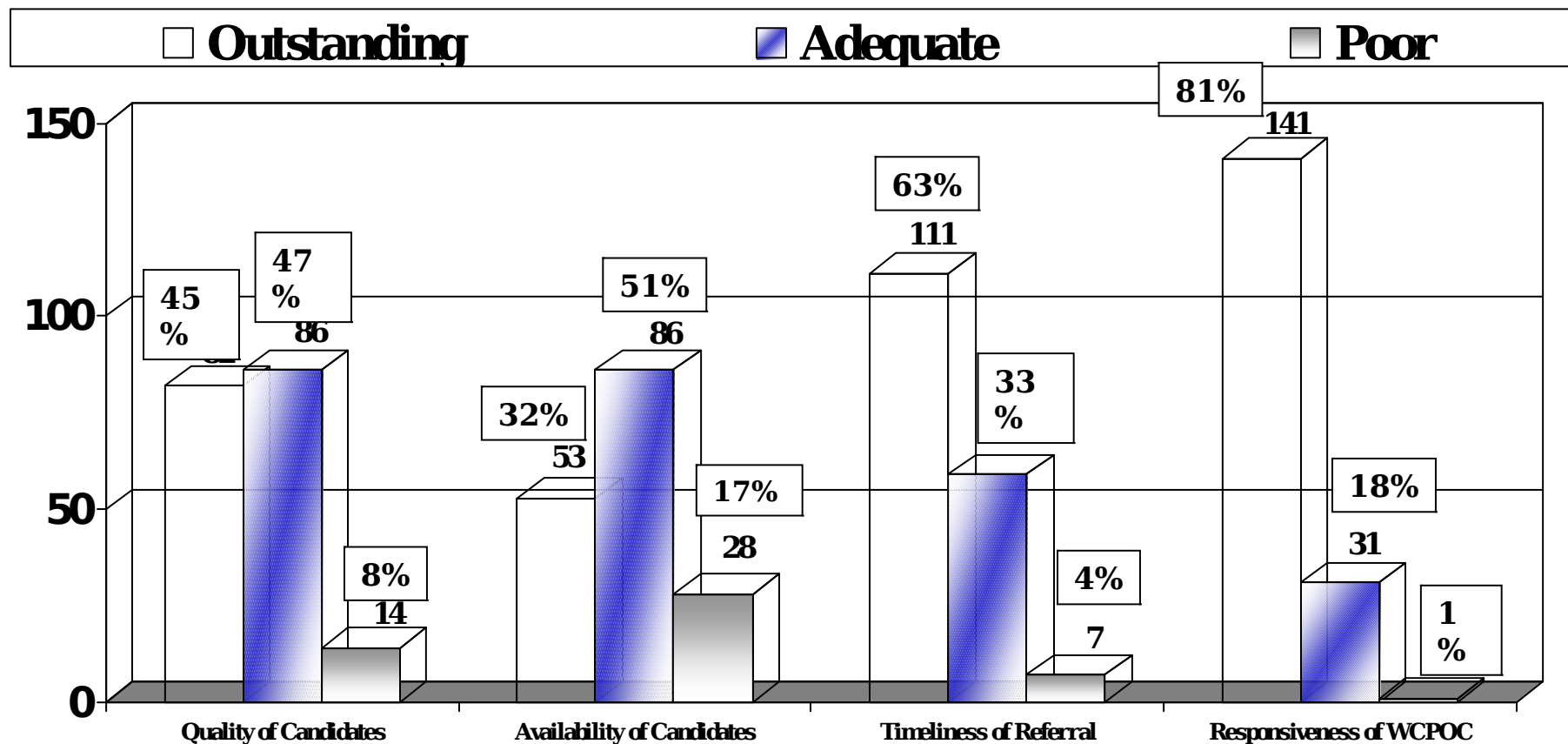
\*standard varies with type of action/referral



**ANALYSIS:** One hundred eighty-two actions were closed in an average of 104 days, a decrease of 12 days over last quarter. Of these actions, 79, or 43%, were non-competitive actions requiring no management time for selection. During this quarter, times in all categories except two decreased. Management is making selections more expeditiously, the CPAC is making job offers and the CPOC is issuing referrals and closing actions faster. Time spent with management and the CPAC before the action reached CPOC increased. Of the total number of recruitment actions closed during the quarter, 17 were selections made from DEU certificates. The DEU Team issued these certificates in an average of 32 days.

# Management Feedback on Resumix Referrals - All Serviced WCPOC - Starting

1st QTR - FY01



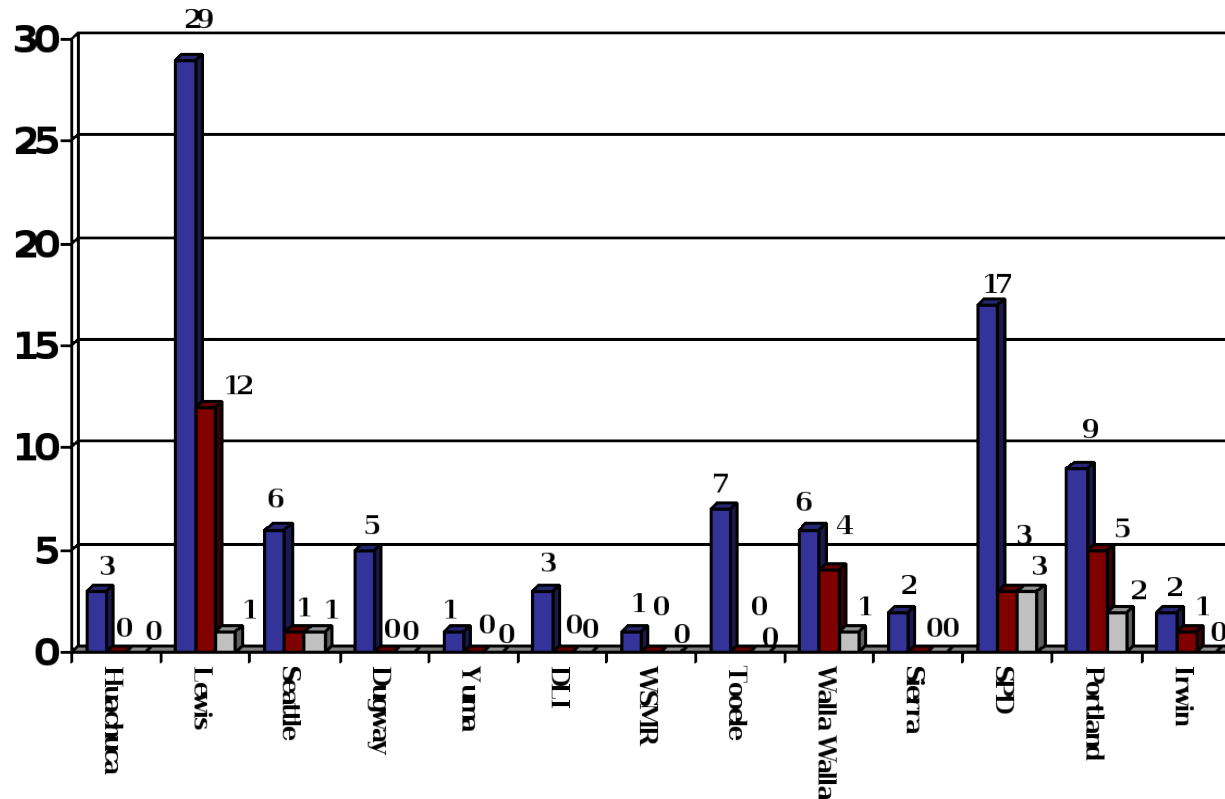
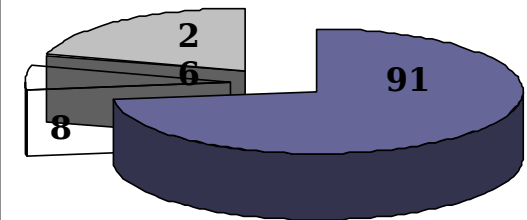
# Feedback Forms:

Forwarded to Management = 818      Returned to CPOC = 186 (23%)

## ANALYSIS:

Management is given an opportunity to comment on the quality of Resumix referral lists. Even though the feedback we receive continues to reflect a generally high degree of satisfaction, we are concerned about the low return rate. In the past, the feedback form was sent with every referral list; this quarter we changed the procedure so that the feedback form is sent by e-mail after the selection is made. Selecting officials can quickly complete the form and return it by e-mail. But the return rate is even lower this quarter, 23% compared to 29% last quarter. In order to assure that all views are heard and addressed, managers are encouraged to complete and



**TOPIC:****Completed DEU Certificates by Servicing CPAC/All****1st Qtr-  
FY01****PROPOSER:****WCPOC - Staffing****Completed DEU Certificates****Issued: 125**

■ DEU Selections ■ Resumix/PPP Selections ■ Cancelled by Mgmt

■ DEU Selections ■ Resumix Selections

**ANALYSIS:**

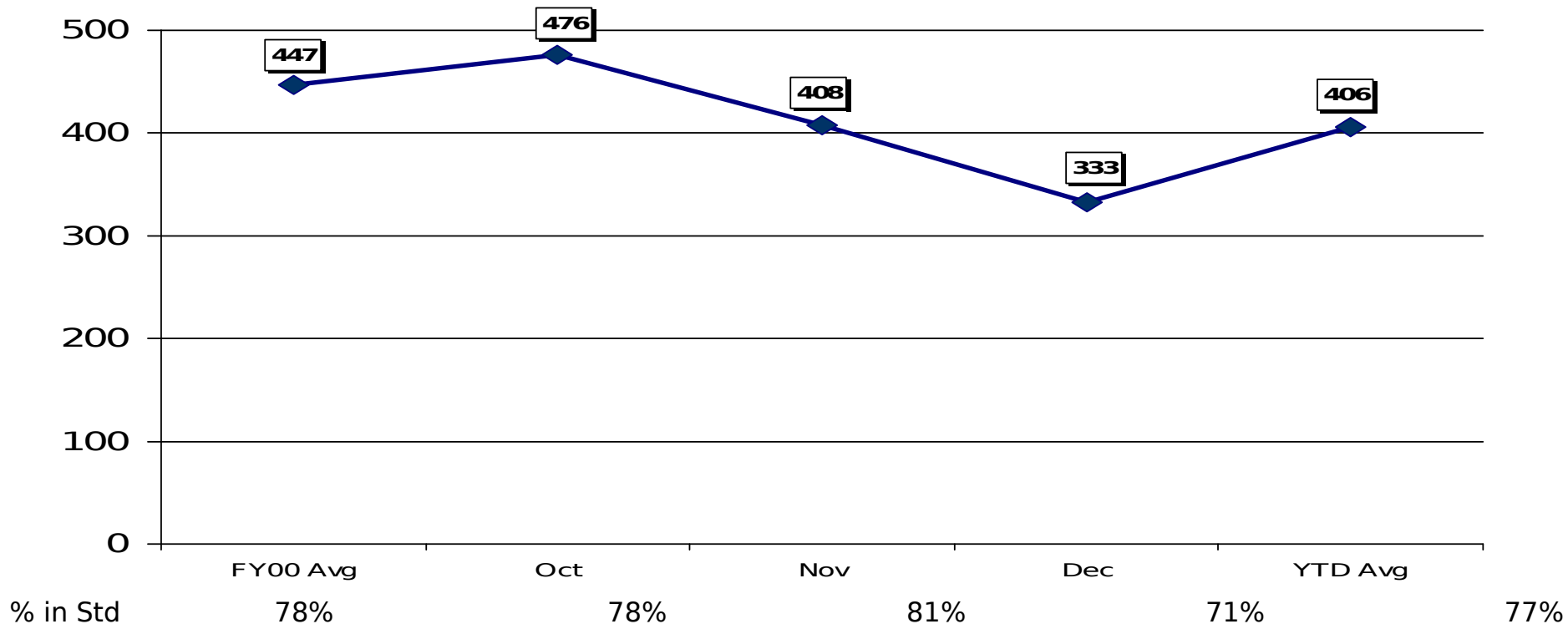
Of the 125 DEU Certificates that were closed during the quarter, 91 resulted in a selection from the DEU certificate; 26 resulted in a selection from Resumix; and 8 were canceled by management. DEU Certificates resulted in selections 73% of the time during this quarter, as compared to 47% last quarter. The requests for DEU Certificates continues to increase due to the WCPOC's emphasis on providing information to our partners on the DEU process to include the development of a DEU Manager's Kit, the establishment of DEU News Flashes which are distributed to all managers, and extensive manager training.



## Trends - Referral Lists Issued - All Serviced

FY01

### WCPOC - Staffing



**ANALYSIS:** The average number of referrals issued monthly in 1st Qtr, FY01 decreased slightly (9%) from FY00 performance. The number of referrals issued in standard also decreased slightly, from 78% to 77%.





# TOPIC: Trends - Avg Processing Time - Recruitment Actions - (From Initiation to Closure)

FY01

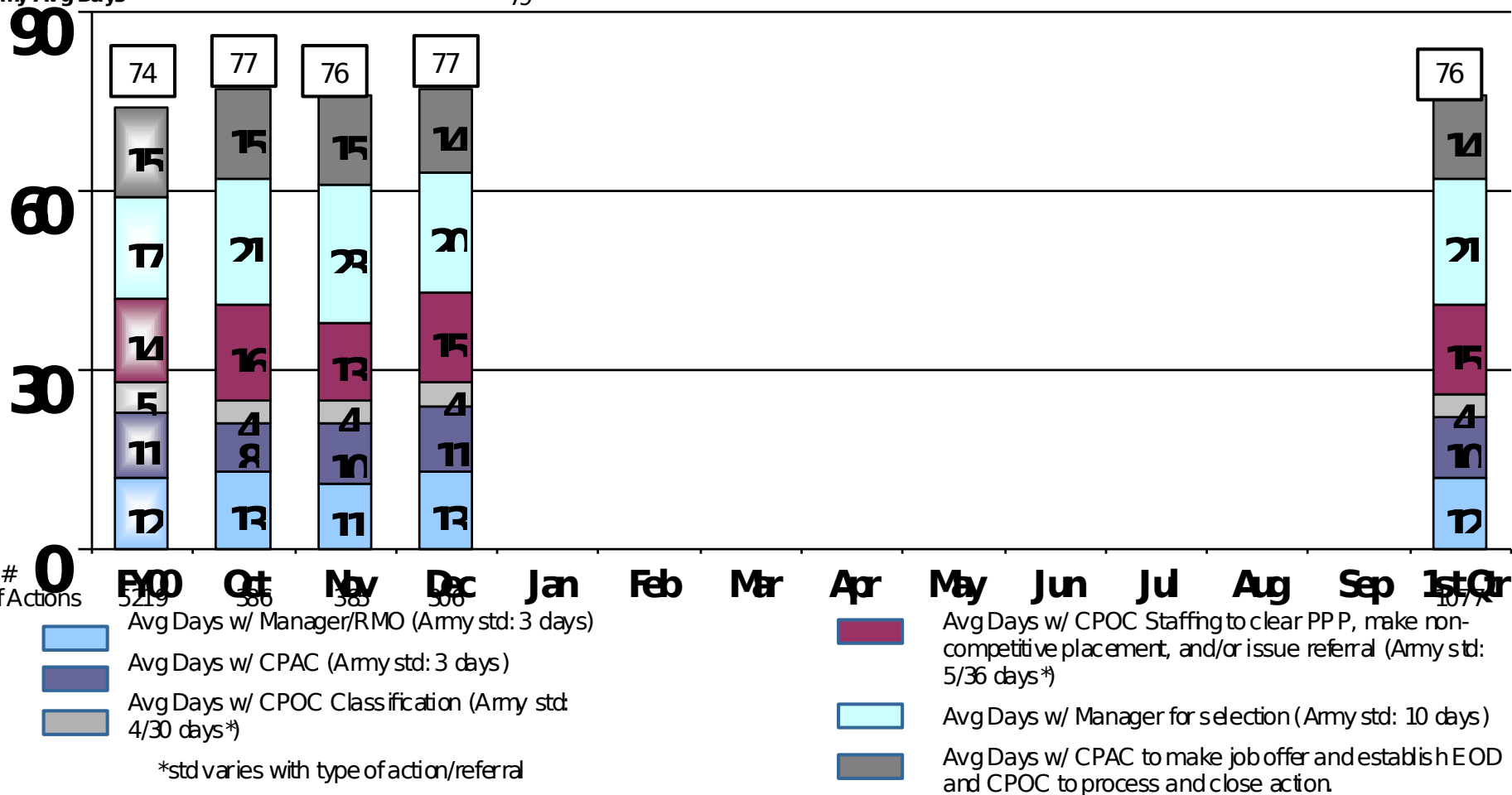
PROPONENT:

West Region Partners

All Serviced

Army Avg Days

79



**ANALYSIS:** Volume in the 1st Quarter was a little lower than the average number of recruit actions closed last fiscal year. Average processing time remained steady.



# SECTION 4

## Processing Personnel Actions

### Proponent: WCPOC, Staffing Services

Sub-Section	Topic	Remarks
A	Non-Recruitment Actions Processed	Illustrates processing timeliness and volume of personnel actions processed through PERSACT – to include such actions as resignations, retirements, name changes, and other non-competitive actions.
B	Awards Processed	Presents a picture of the volume and value of awards processed.
C	FY01 Trends	Provides analysis of volume and timeliness of work for the FY to date.

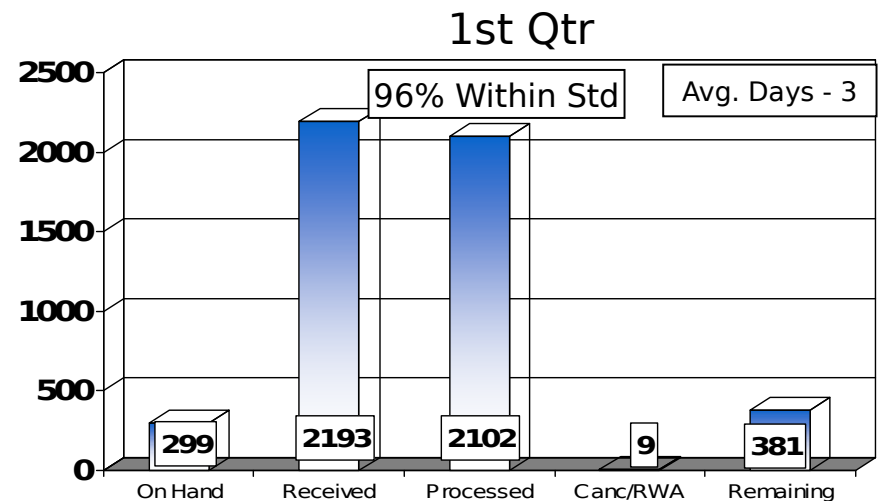
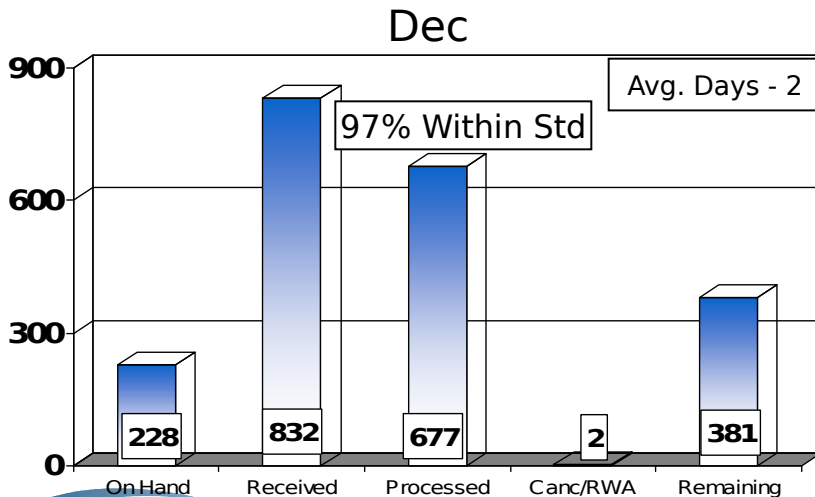
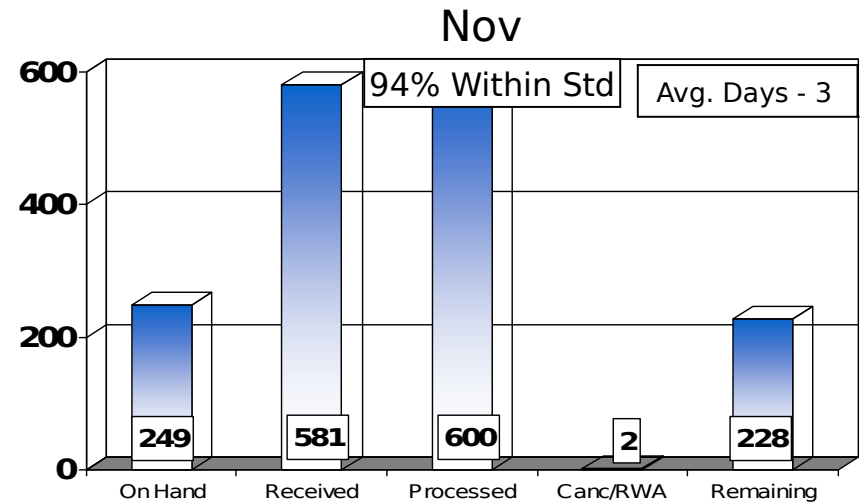
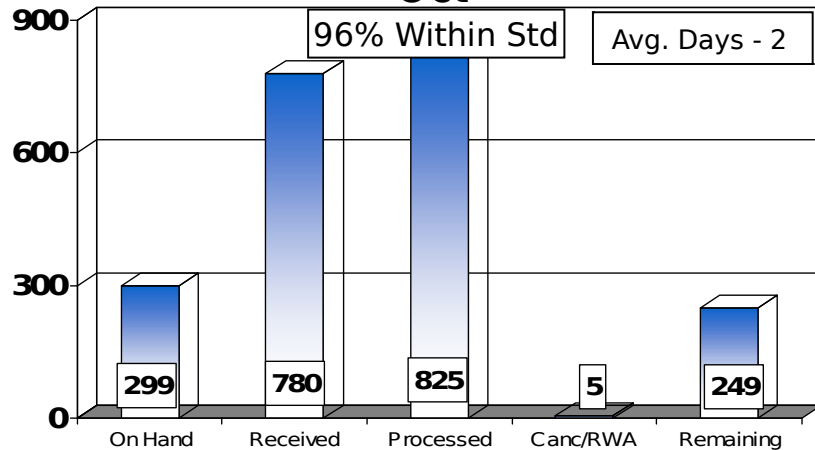


# Non-Recruitment Actions Processed - All Serviced 1ST QTR- FY01

## WCPOC - Staffing

**ASSESSMENT:** Green

**STANDARD:** 5 Calendar Days Avg. from Date Rec'd in Staffing



**ANALYSIS:** Non-recruitment actions processed within five days of receipt in Staffing has increased from 95% last quarter to 96% this quarter. The overall average time to process actions remains the same at three days.



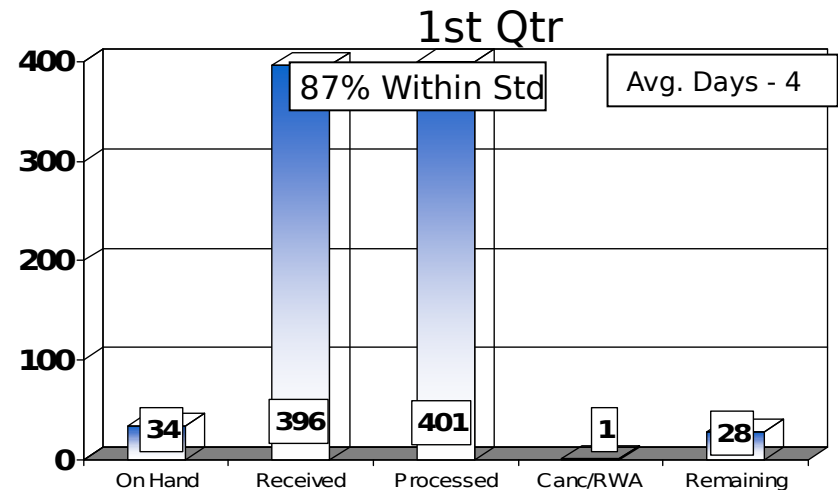
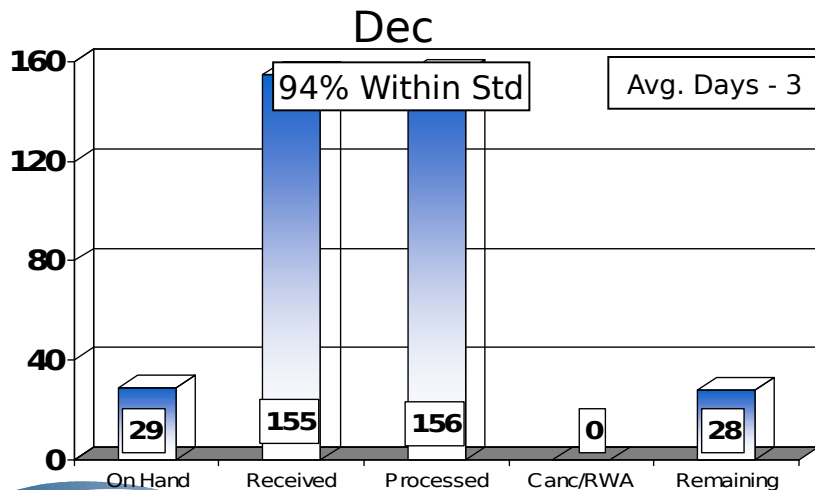
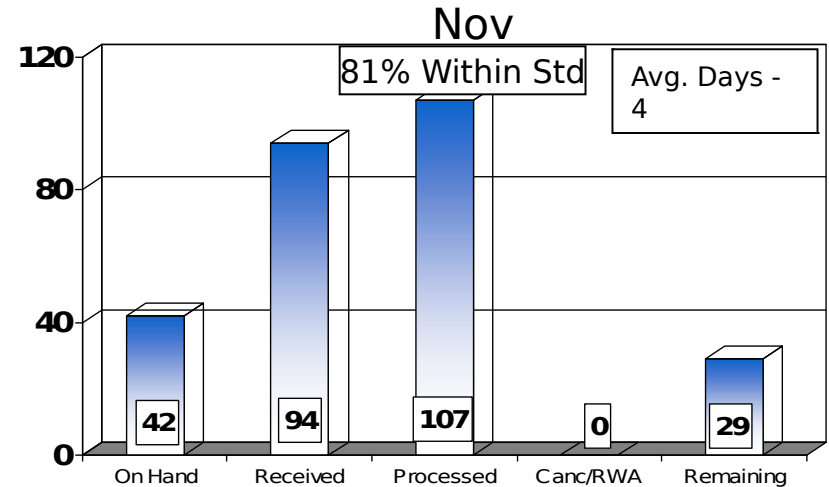
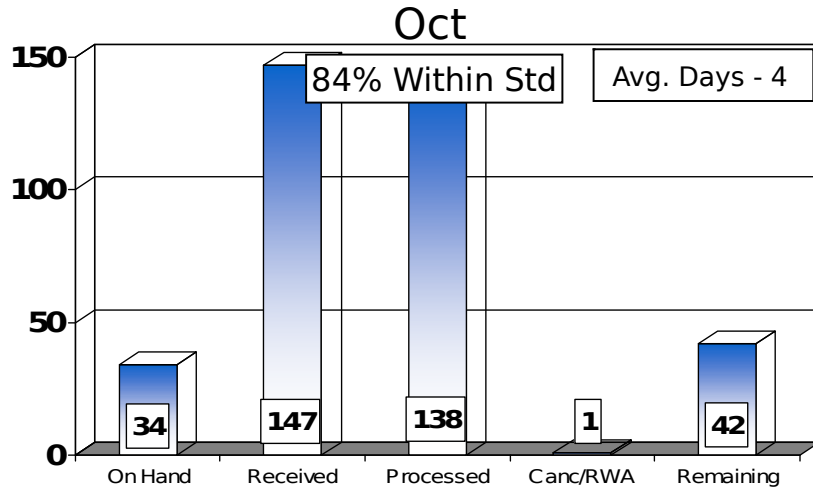
# Non-Recruitment Actions Processed - COE, South Pacific Division

## WCPOC - Staffing

1ST QTR-  
FY01

**ASSESSMENT:** Amber

**STANDARD:** 5 Calendar Days Avg. from Date Rec'd in Staffing



**ANALYSIS:** Eighty-seven percent of all actions were processed within five days of receipt in Staffing and the overall average time to process these actions was four days. This is a slight improvement from last quarter's 85% in standard. Emphasis on quality control and increased production management should continue the improvement in timeliness.

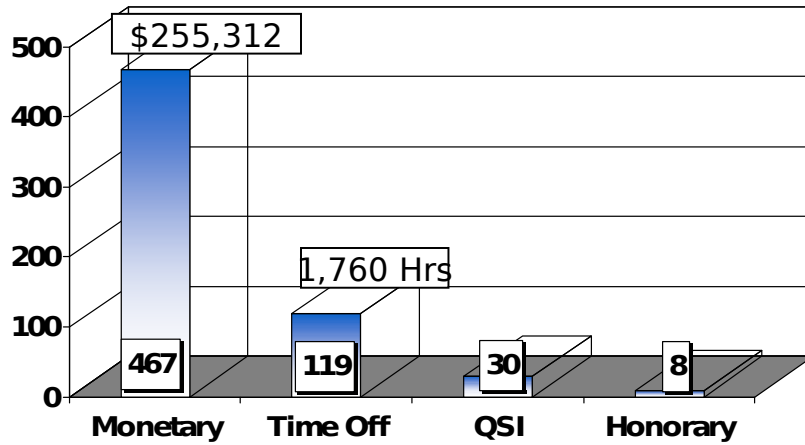


# Awards Processed - All Serviced

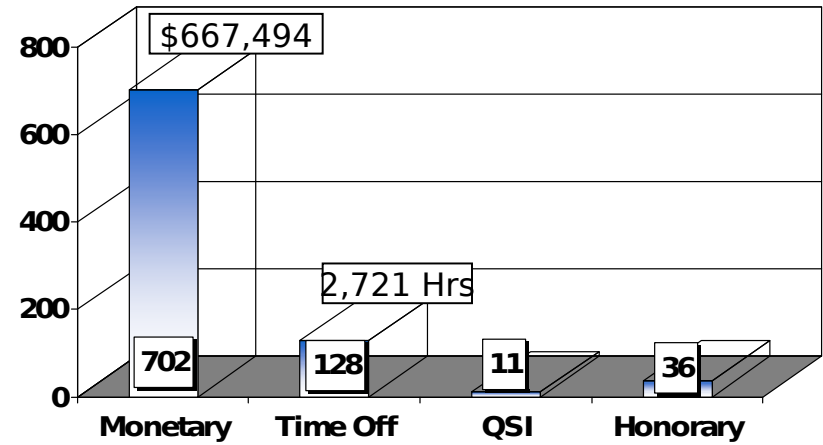
## WCPOC - Staffing

1ST QTR-  
FY01

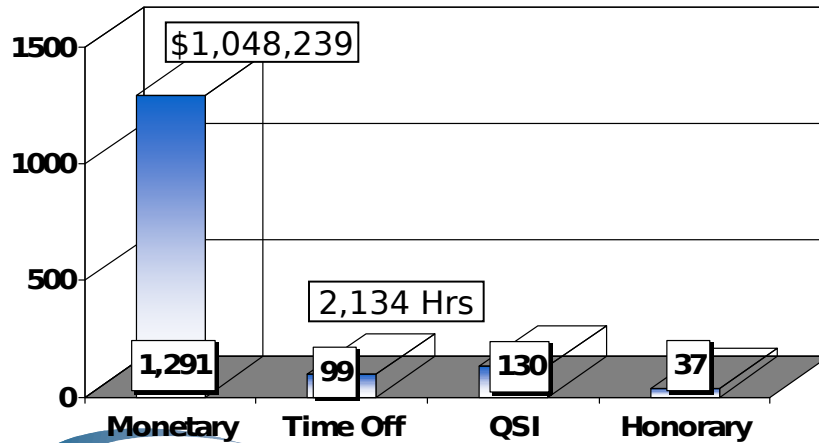
Oct



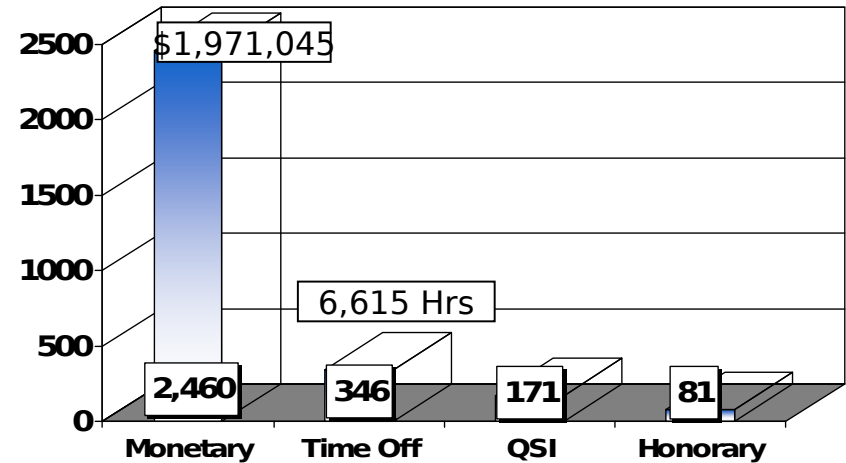
Nov



Dec



1st Qtr

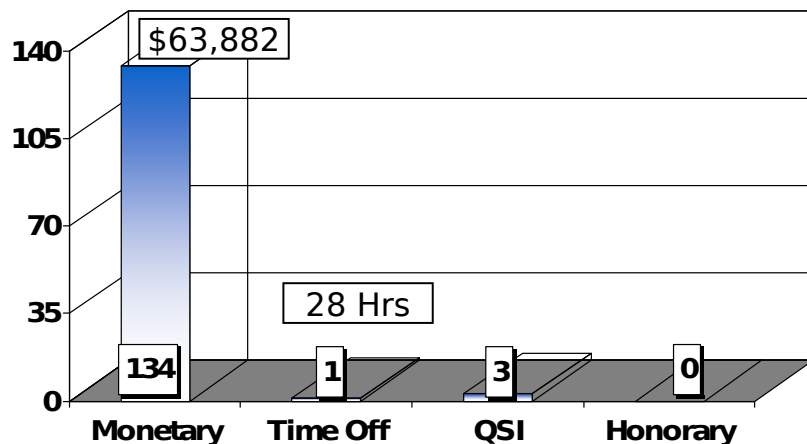


# Awards Processed - COE, South Pacific Division

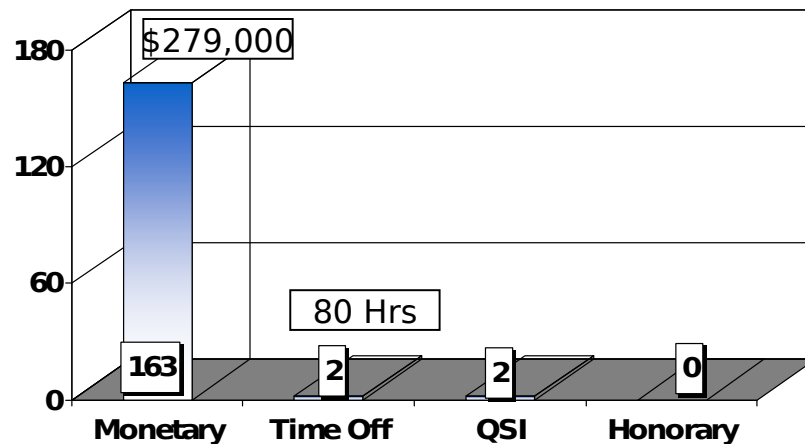
1ST QTR-  
FY01

## WCPOC - Staffing

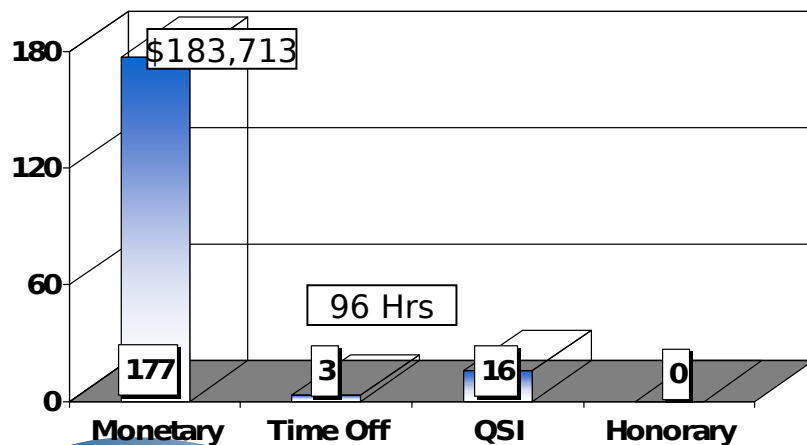
Oct



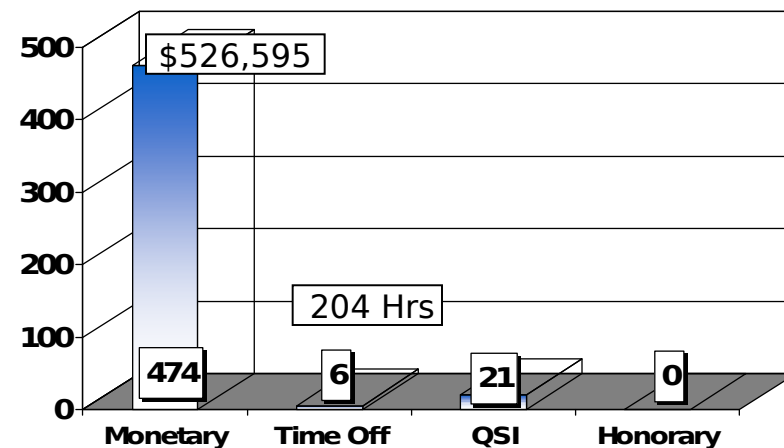
Nov



Dec

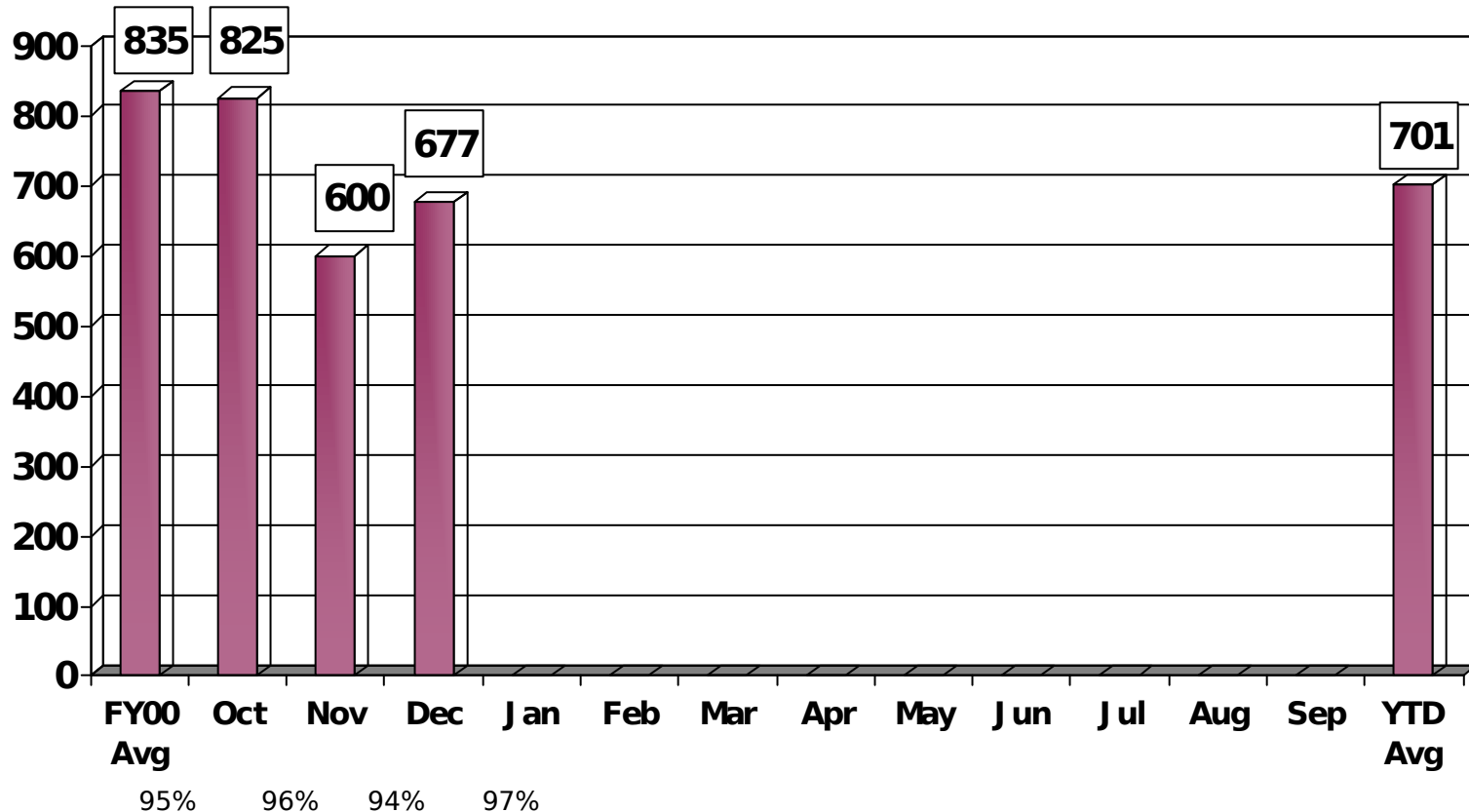


1st Qtr



## Trends - Non-Recruitment Actions Processed - All Services FY01

### WCPOC - Staffing



# SECTION 5

## Processing Pay Inquiries

### Proponent: West CPOC

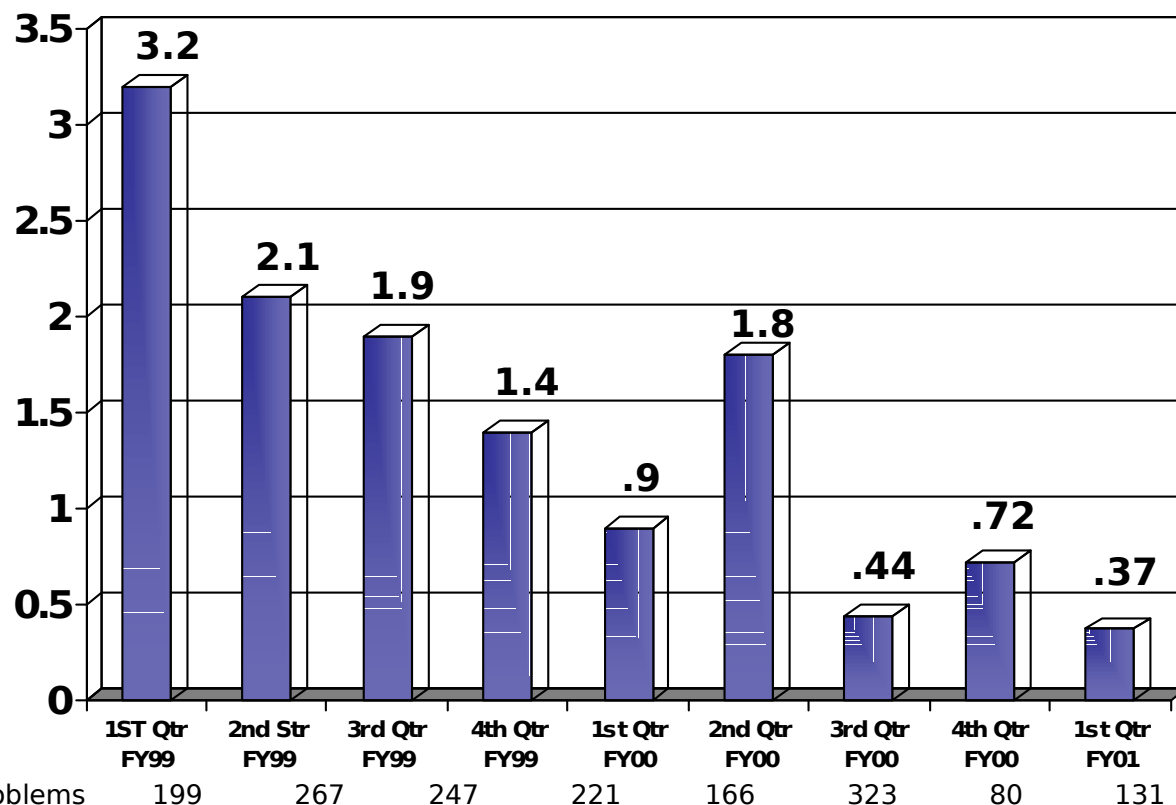
Sub-Section	Topic	Remarks
N/A	Pay I nquiries	Depicts those pay inquiries submitted to the Payroll Resolution Team (PRT) for resolution that actually aff ect an employee's basic pay.





# Pay Inquiries Submitted to the Payroll Resolution Team (PRT) - All Serviced WCPOC

FY99 - FY01



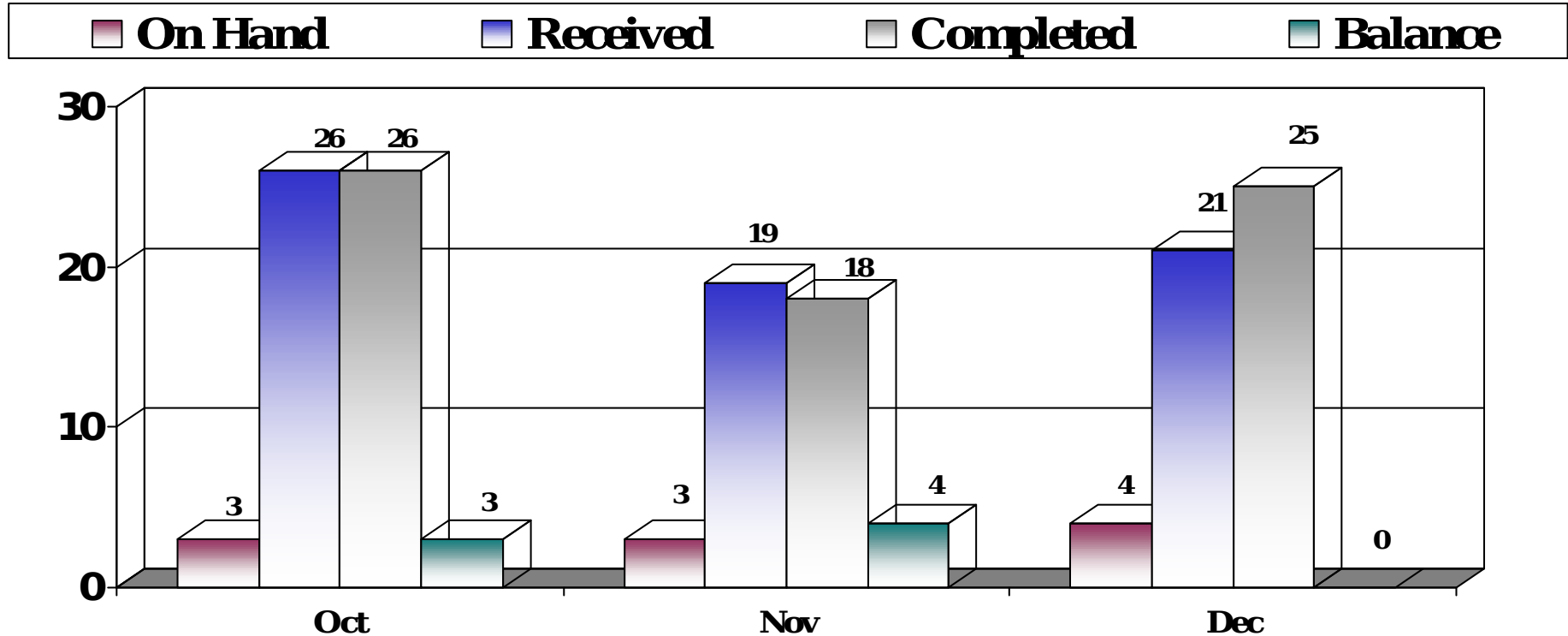
■ Number per 100  
Employees  
Serviced

**ANALYSIS:** Continued emphasis on reducing pay problems has resulted in only 66 reported this quarter--an all-time low since we started monitoring pay problems in FY99. Elimination of all pay problems remains the goal.



# **Pay Inquiries Submitted to the Payroll Resolution Team (PRT) - All Serviced WCPOC**

**1ST QTR-  
FY01**



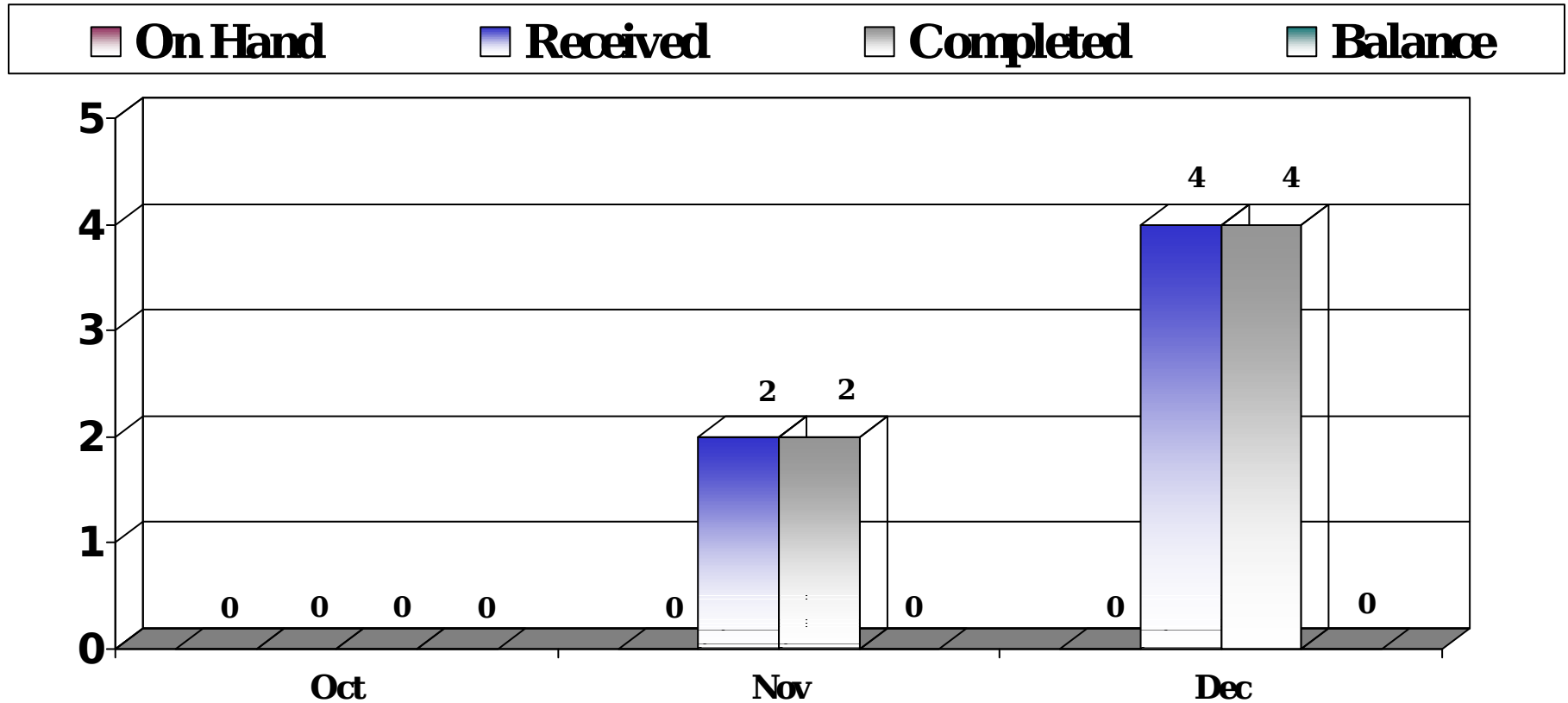
## **ANALYSIS**

Sixty-six pay inquiries were received during the first quarter and all were resolved within two weeks of receipt at the CPOC. This is a significant decrease from 131 pay inquiries received last quarter. The 66 pay inquiries represent .37 problems per 100 employees in the serviced population, a decrease from .7 per 100 employees reported last quarter. Of the 66 pay problems, 20, or 30%, were either payroll interface problems or DFAS system errors in the payroll database itself.



**Pay Inquiries Submitted to the  
Payroll Resolution Team (PRT) - COE, South Pacific  
WCPOC Division**

**1ST QTR-  
FY01**



**ANALYSIS:** During this quarter, six pay inquiries (.22 per 100 employees) were received. This is a vast improvement from 31 pay inquiries submitted last quarter. Emphasis on expeditiously correcting with the goal of eliminating pay problems will continue.

# Section 6

## Training and Developing Employees

Proponent: WCPOC, Human Resource Development Division

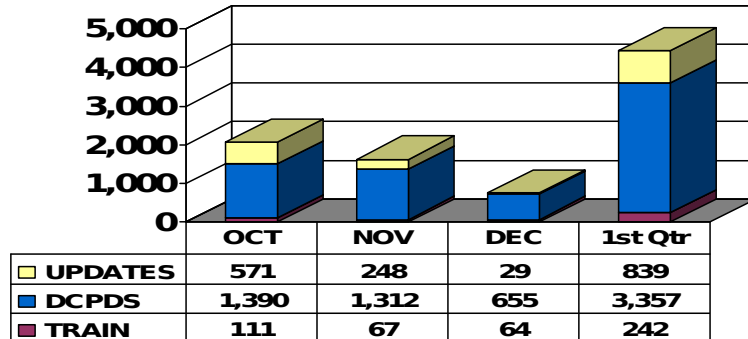
Sub-Section	Topic	Remarks
N/A	Training Requests Processed	<p>Provides data regarding timeliness and volume of completed training processed into the database during the quarter, costs reported for that training and the length of time between completion of training and entry into employee training history. The data does not reflect the training or associated costs actually consummated during the quarter because some documentation was not timely forwarded for processing and/or costs were either omitted or inaccurately reported.</p>



# Training Requests Processed - All Serviced Activities 1ST QTR-FY01

## WCPOC - HRDD

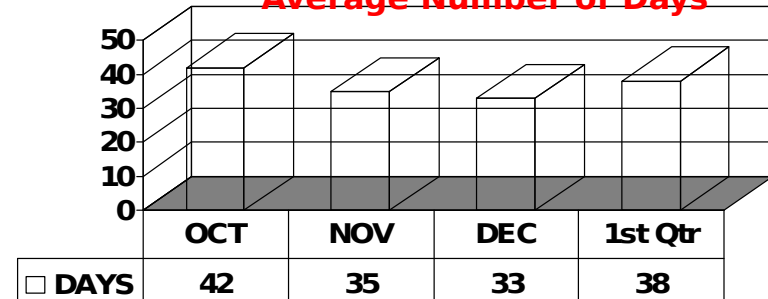
### NUMBER PROCESSED



### RECORDING DELAY

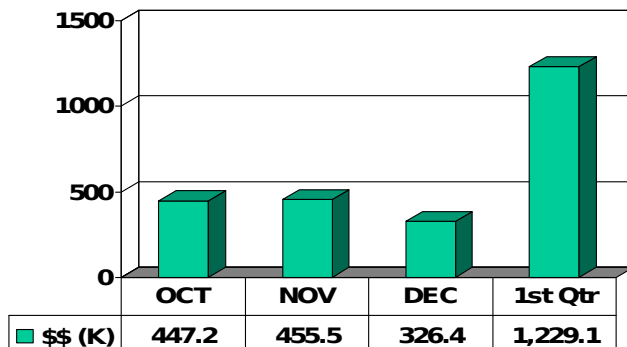
(Date completed vs Date Recorded)

**Average Number of Days**



### TRAINING COSTS REPORTED

(Direct & Indirect in Thousands)



**ANALYSIS:** All records of completed training received by the WCPOC were processed within standard. Of the total (4,438), 5% were processed through the TRAIN FPI and 839 (19%) were additions/corrections submitted by employees in response to our initiative to update their DCPDS training history before the Modern System is deployed. A total of 5,687 employee records were updated since this project was initiated

The cost of training reported and recorded during this quarter was \$1,229,080 -- an average of \$277 per training event and an average of \$168 per employee.

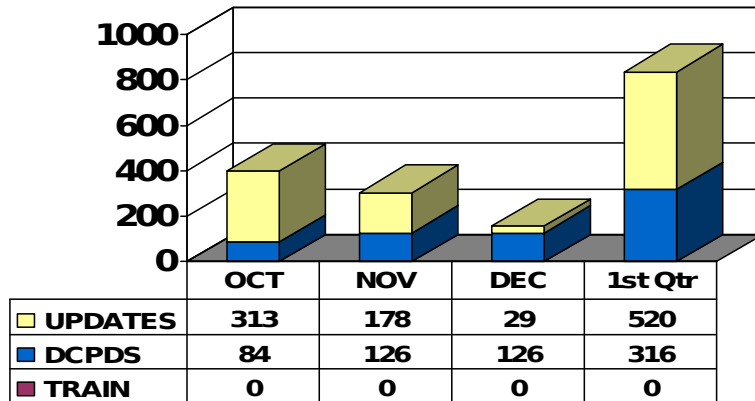
Delays in recording completed training have increased from an average of 25 days during the previous quarter. Increased awareness of the negative effects delays can have on employees and continuing command emphasis is required to ensure that managers complete evaluations quickly and that CPACs forward documentation to the WCPOC for processing immediately upon receipt



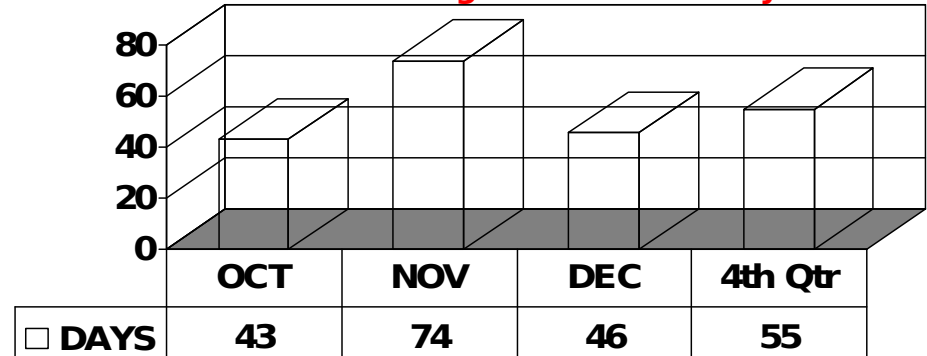
# Training Requests Processed - COE, South Pacific Division 16th QTR-FY01

## WCPOC - HRDD

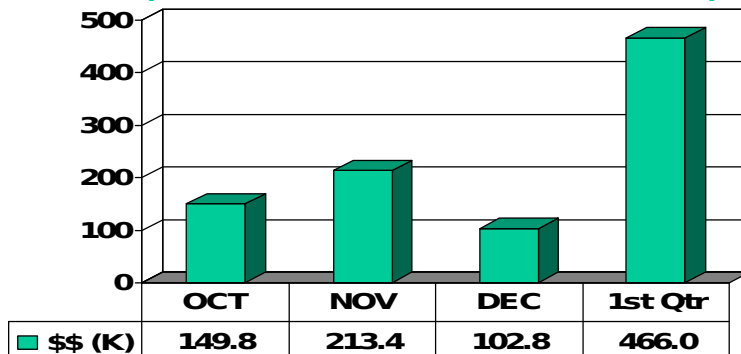
### NUMBER PROCESSED



### RECORDING DELAY (Date completed vs Date Recorded) Average Number of Days



### TRAINING COSTS REPORTED (Direct & Indirect in Thousands)



**ANALYSIS:** All records of completed training received by the WCPOC were processed within standard. Of the total (836), 62% were additions/corrections submitted by employees in response to our initiative to update their DCPDS training history before the Modern system is deployed.

The cost of training reported and recorded during this quarter was \$466,034 -- an average of \$557 per training event and an average of \$175 per employee.

The average time elapsed between the date an employee in this organization completed training and the date it was entered into that employee's training history increased slightly from the previous quarter. Increased command emphasis to needed preclude possible adverse impact on employees. Managers must be made aware of the consequences of not completing training evaluations and forwarding training documentation promptly to the CPAC.

# SECTION 7

## Providing Information Services

Proponent: WCPOC, Information Services Division

Sub-Section	Topic	Remarks
A	Help Desk Requests	Provides information regarding the categories and number of help desk tickets opened and completed during the period, and average time to complete.
B	DCPDS Quality	Illustrates progress in cleaning up critical elements of data in preparation for Modern System deployment.

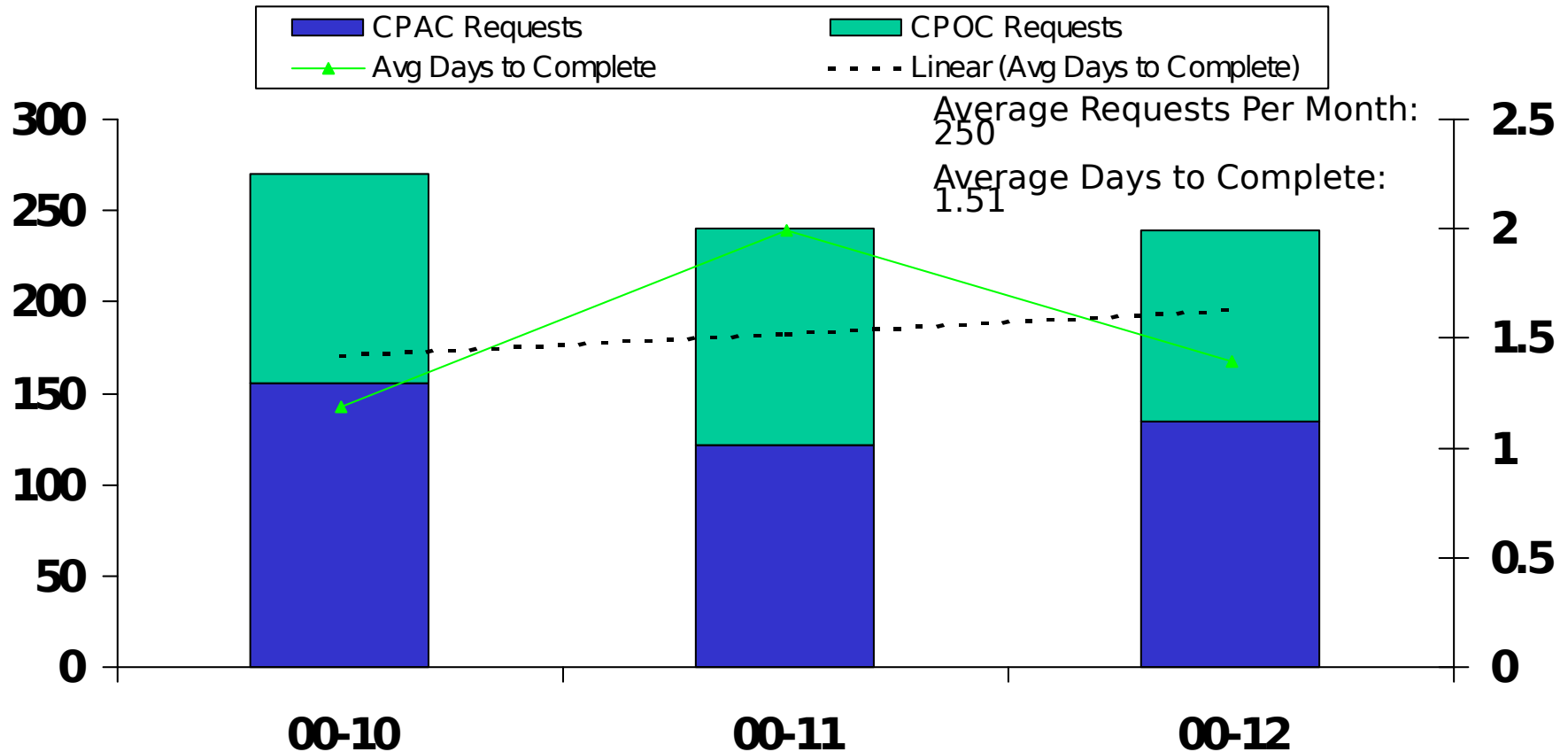


# Help Desk Requests

1ST QTR-FY01

WCPOC-ISD

**ASSESSMENT: Green**



**ANALYSIS:** We completed 749 requests (412 CPAC and 337 CPOC) this quarter. The average days to complete requests has remained fairly constant at around one and a half days.



WCPOC-ISD

ASSESSMENT: Green

Goal: 96% Error Free Rate

Month	*Discrepancies	Data Elements Checked	Discrepancy Percent
Oct	4,428	5,559,529	0.1%
Nov	4,237	5,508,234	0.1%
Dec	3,720	5,561,691	0.1%

\* Discrepancies are either incorrectly coded data elements, or data elements that must be modified to meet the requirements of conversion to modern system.

- Currently checking 309 data elements for each employee.

**ANALYSIS:** During this quarter the deployment date for Modern System was officially announced as 13 April 2001. In December 2000 we increased our emphasis on DCPDS quality control and database clean up. As a result we were able to decrease discrepancies by 517, a 12% decrease. We will continue to focus on correcting the remaining discrepancies.

